

**CARRIER WORKLOAD  
AND PROCESSING TIME  
REPORT  
FEBRUARY 1987**



REPORTS

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**U.S. Department of  
Health and Human Services  
Health Care Financing Administration**

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# CARRIER WORKLOAD AND PROCESSING TIME REPORT

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## FOREWORD

This report summarizes the status of carrier workloads for February 1987. The report contains tables showing workload data and selected workload performance indicators in summary form and for individual carriers.

Also included in this report are tables showing processing time data (processing and payment cycle--PPC) data by type of bill. Definitions of the terms used in the report are given in the Appendix.

Comments, suggestions, and/or questions relative to this report should be directed to:

Health Care Financing Administration  
Bureau of Program Operations  
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Division of Reports and Analysis  
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# CARRIER CLAIM AND INQUIRY WORKLOADS

February 1987

## HIGHLIGHTS

				February 1987	
	Feb 1987	Jan 1987	Feb 1986	Percent Chg from Jan 1987	Percent Chg from Feb 1986
Number of					
Claims Received	25.81	26.95	22.83	-4.2	13.1
Claims Processed	27.43	26.20	21.40	4.7	28.2
Claims Pending	12.06	13.74	15.10	-12.2	-20.1
Assignment Rate	70.9	68.8	66.8	3.1	6.1
Electronic Media Claims					
Number	7.96	7.86	5.83	1.3	36.5
Percent Received	30.8	29.2	25.6	5.5	20.3
Inquiries Processed					
Total	1.85	1.88	1.61	-1.6	14.9
Per 1,000 Claims Received	72	70	71	2.9	1.4
Beneficiary	1.31	1.34	1.18	-2.2	11.0
Per 1,000 Claims Received	51	50	52	2.0	-1.9
Provider	0.54	0.54	0.43	0.0	25.6
Per 1,000 Claims Received	21	20	19	5.0	10.5
Medicaid Crossover Claims					
Number Transferred to States	2.63	2.45	2.06	7.4	27.7
Transferred via EMC	2.16	1.96	1.50	10.2	44.0
Percent Transferred via EMC	82.2	80.0	72.9	2.8	12.8

NOTE: Numbers in millions



## CARRIER CLAIM PROCESSING TIMES

FEBRUARY 1987

## HIGHLIGHTS

	Feb 1/ 1987	Jan 1987	Feb 1986	February 1987	
				Percent Chg from Jan 1987	Percent Chg from Feb 1986
Processing Time (PPC) Data					
Percent Clean Processed					
In 30 Days					
Total	83.1	-	-	-	-
Assigned	85.3	-	-	-	-
Physician	84.9	-	-	-	-
Non-Physician	86.8	-	-	-	-
DME	76.4	-	-	-	-
Lab	92.3	-	-	-	-
Ambulance	87.4	-	-	-	-
Other Non-Physician	79.6	-	-	-	-
Unassigned	77.6	-	-	-	-
Percent Total Processed					
In 60 Days					
Total	97.1	-	-	-	-
Assigned	97.4	-	-	-	-
Physician	97.5	-	-	-	-
Non-Physician	96.8	-	-	-	-
DME	93.2	-	-	-	-
Lab	98.7	-	-	-	-
Ambulance	96.9	-	-	-	-
Other Non-Physician	96.6	-	-	-	-
Unassigned	96.3	-	-	-	-
Percent Total Processed					
In 90 Days					
Total	99.1	-	-	-	-
Assigned	99.2	-	-	-	-
Physician	99.2	-	-	-	-
Non-Physician	99.1	-	-	-	-
DME	98.1	-	-	-	-
Lab	99.6	-	-	-	-
Ambulance	99.1	-	-	-	-
Other Non-Physician	98.9	-	-	-	-
Unassigned	98.8	-	-	-	-

1/ Data for Puerto Rico Blue Shield are not available.

## Executive Summary

- o The assignment rate for February 1987 was 70.9 percent, the highest rate experienced to date. This increase is most likely due to the new requirement that physicians accept assignment on all claims in which they bill for laboratory services provided on January 1, 1987 or later
- o The number of claims pending at the end of February 1987 was 12.1 million, a decrease of 12.2 percent from the pending at the end of January 1987 (13.7 million claims), and a decrease of 20.1 percent from the pending at the end of February 1986 (15.1 million claims).
- o The percent of electronic media claims received in February 1987 was 30.8 percent, an increase of 5.5 percent over the 29.2 percent received in January 1987, and an increase of 20.3 percent over the 25.6 percent received in February 1986.
- o The percent of clean claims processed in 30 days or less in February 1987 was 83.1 percent. February was the first month this statistic was reported on by carriers.

Division of Reports and Analysis



TABLE A: SELECTED DATA ON CARRIER WORKLOADS, FEBRUARY 1986 - FEBRUARY 1987

-----Claims Processed During Month (000s)-----											
Month	Claims Received During Month (000s)	-----Including Replicates-----			-----Claims Paid-----			Number Excluding Replicates	---Claims Pending (000s)--- ---End of Month---		
		Total Number	Number	Percent of Total Processed	Applied Toward Deductible	Claims Denied	Total		Over 30 Days	Over 60 Days	
1986											
February	22,828.4	21,403.5	14,547.9	68.0	4,910.4	1,945.2	21,290.8	15,099.5	2,151.5	659.7	
March	24,942.3	23,708.5	16,763.0	70.7	4,861.0	2,084.6	23,567.6	16,256.5	2,352.7	796.4	
April	26,868.4	26,269.9	19,914.1	75.8	4,088.2	2,267.5	25,958.6	16,796.0	2,294.4	817.7	
May	25,604.8	24,674.2	19,586.5	79.4	2,953.7	2,134.0	24,355.2	17,629.4	3,069.5	840.8	
June	25,870.5	25,393.4	20,933.8	82.4	2,303.7	2,156.0	25,136.0	17,951.9	3,354.0	1,031.2	
July	26,198.8	27,363.3	23,041.0	84.2	1,991.8	2,330.5	27,113.7	16,673.2	3,148.3	952.6	
August	24,306.8	26,576.5	22,675.6	85.3	1,548.8	2,352.1	26,347.1	14,258.0	2,560.4	857.9	
September	26,148.4	28,181.1	24,283.2	86.2	1,281.4	2,616.5	27,972.0	11,873.0	1,993.6	681.6	
FY 1986	300,930.0	298,849.2	244,047.2	81.7	28,921.7	25,880.3	296,549.4	---	---	---	
October	27,951.7	28,216.5	24,537.2	87.0	1,125.2	2,554.1	27,861.5	11,496.9	1,890.7	549.3	
November	22,693.3	22,812.7	19,901.7	87.2	780.8	2,129.9	22,535.9	11,311.4	1,876.2	600.3	
December	27,460.3	26,244.7	23,080.6	87.9	795.1	2,389.0	25,941.5	12,850.9	2,191.5	626.9	
CY 1986	306,714.2	305,356.8	249,336.9	81.7	28,954.3	27,065.6	302,558.1	---	---	---	
1987											
January	26,951.2	26,204.1	21,427.0	81.8	2,175.4	2,601.7	25,853.5	13,740.6	2,400.9	648.8	
February	25,814.4	27,427.7	19,130.4	69.8	5,636.0	2,661.3	27,115.5	12,063.0	1,884.8	622.0	
FY to Date	130,871.0	130,905.8	108,057.1	82.6	10,512.6	12,336.1	129,407.9	---	---	---	

NOTE: Some data for February 1986 - April 1986 have been changed due to revised reports submitted by Maryland B/S.

TABLE B: SELECTED CARRIER WORKLOAD INDICATORS, FEBRUARY 1986 - FEBRUARY 1987

Month	Assignment Rate	Ratio of Processed to Received	Number	Percent of Total Claims Received	Assigned-- Percent of Ass'd 1500s Received	Unassigned-- Percent of Unass'd 1500s Received	Replicate Claims as Percent of Total Claims Processed	Claims Investi- gation Rate
				-----Claims Received Via Electronic Media----- -----Total-----				
1986								
February	66.8	93.8	5,832,920	25.6	31.4	13.8	0.5	3.7
March	68.1	95.1	5,954,970	23.9	29.3	12.3	0.6	3.5
April	67.8	97.8	6,821,666	25.4	31.5	12.5	1.2	3.3
May	67.9	96.4	6,640,016	25.9	32.3	12.6	1.3	3.5
June	67.9	98.2	6,501,097	25.1	31.6	11.5	1.0	3.4
July	68.4	104.4	7,162,476	27.3	34.1	12.7	0.9	3.3
August	67.8	109.3	6,531,669	26.9	33.5	12.9	0.9	3.4
September	69.0	107.8	7,414,677	28.4	35.0	13.7	0.7	3.5
FY 1986	68.0	99.3	75,142,583	25.0	31.1	12.0	0.8	3.4
October	68.1	100.9	7,951,303	28.4	35.3	13.8	0.9	3.7
November	68.2	100.5	6,500,655	28.6	34.9	15.3	1.2	3.6
December	68.0	95.6	8,140,853	29.6	36.6	14.9	1.2	3.5
CY 1986	68.0	99.6	81,482,480	26.6	32.9	13.1	0.9	3.5
1987								
January	68.8	97.2	7,856,889	29.2	35.8	14.5	1.3	3.6
February	70.9	106.2	7,960,158	30.8	37.1	15.6	1.1	3.6
FY to Date	68.8	100.0	38,409,858	29.3	36.0	14.8	1.1	3.6

TABLE C: NUMBER OF INQUIRIES PROCESSED, BY TYPE, FEBRUARY 1988 - FEBRUARY 1987

Month	Total Inquiries Processed			Beneficiary Inquiries Processed			Provider Inquiries Processed					
	Total	Telephone	Walk-in	Written	Total	Telephone	Walk-in	Written	Total	Telephone	Walk-in	Written
1988												
Feb	1,613,100	1,206,595	34,245	372,260	1,184,449	964,831	33,088	188,552	428,651	241,764	1,179	185,708
Mar	1,861,111	1,238,414	39,048	383,851	1,213,913	987,985	38,019	187,929	447,198	250,449	1,027	195,722
Apr	1,803,806	1,348,995	43,859	410,952	1,288,715	1,051,218	41,551	193,946	517,091	297,777	2,308	217,006
May	1,686,758	1,255,594	40,890	389,472	1,208,871	985,417	39,581	183,873	478,885	270,177	1,109	205,599
Jun	1,760,066	1,293,433	40,751	415,882	1,254,834	1,027,381	39,775	187,498	495,432	266,072	976	228,384
Jul	1,790,768	1,311,389	40,501	438,878	1,279,909	1,036,214	39,317	204,378	510,857	275,175	1,184	234,498
Aug	1,712,327	1,265,258	39,361	417,708	1,217,358	988,853	38,281	190,224	494,989	266,405	1,080	227,484
Sep	1,833,595	1,352,567	40,459	440,080	1,324,848	1,076,458	39,800	208,390	506,949	278,101	1,158	231,690
FY 1986	20,440,739	15,047,564	487,459	4,925,716	14,788,424	11,921,907	454,421	2,390,098	5,874,315	3,125,857	13,038	2,535,620
Oct	1,907,158	1,438,832	49,891	420,533	1,389,318	1,138,238	48,588	204,498	517,838	298,396	3,405	216,037
Nov	1,518,568	1,112,033	36,813	387,180	1,087,882	877,739	35,378	174,745	428,694	234,284	1,235	193,165
Dec	1,868,057	1,244,307	38,832	374,918	1,190,487	974,575	37,781	178,151	467,570	269,732	1,071	198,767
CY 1986	20,731,087	15,398,547	484,879	4,847,661	14,967,342	12,185,334	488,325	2,313,683	5,783,746	3,213,213	16,554	2,533,978
1987												
Jan	1,875,113	1,411,942	38,572	426,599	1,336,637	1,098,485	35,432	201,720	539,476	313,457	1,140	224,879
Feb	1,862,549	1,406,028	40,003	408,514	1,314,978	1,085,558	37,158	192,282	537,573	320,473	2,845	214,255
FY to Date	8,815,006	6,810,943	202,011	2,002,052	6,320,227	5,174,591	192,315	953,321	2,494,779	1,438,352	9,696	1,048,731



TABLE D: RATIO OF INQUIRIES PROCESSED TO 1,000 CLAIMS RECEIVED  
FEBRUARY 1986 - FEBRUARY 1987

Month	Ratio of Total Inquiries Processed To 1,000 Claims Received			Ratio of Beneficiary Inquiries Processed To 1,000 Claims Received			Ratio of Provider Inquiries Processed To 1,000 Claims Received					
	Total	Telephone	Walk-in	Written	Total	Telephone	Walk-in	Written	Total	Telephone	Walk-in	Written
1988												
Feb	71	53	2	16	52	42	1	8	18	11	0	8
Mar	67	50	2	15	49	40	2	8	18	10	0	8
Apr	67	50	2	15	48	39	2	7	19	11	0	8
May	68	49	2	15	47	38	2	7	19	11	0	8
Jun	68	50	2	18	48	40	2	7	19	10	0	9
Jul	68	50	2	17	49	40	2	8	18	11	0	9
Aug	70	52	2	17	50	41	2	8	20	11	0	9
Sep	70	52	2	17	51	41	2	8	19	11	0	9
FY 1986	88	50	2	18	49	40	2	8	18	10	0	8
Oct	88	51	2	15	50	41	2	7	19	11	0	8
Nov	87	49	2	16	48	39	2	8	19	10	0	9
Dec	80	45	1	14	43	35	1	6	17	10	0	7
CY 1986	88	50	2	16	49	40	2	8	19	10	0	8
1987												
Jan	70	52	1	18	50	41	1	7	20	12	0	8
Feb	72	54	2	18	51	42	1	7	21	12	0	8
FY to Date	67	51	2	15	48	40	1	7	18	11	0	8
Note: Rows may not add due to rounding												

Note: Rows may not add due to rounding

TABLE E: SELECTED DATA ON MEDICAID CROSSOVER CLAIMS

FEBRUARY 1986 - FEBRUARY 1987

Month -----	Number Transferred -----	Transferred Via Electronic Media -----	
		Number -----	Percent of Total Transferred -----
1986			
February	2,060,571	1,501,186	72.9
March	2,353,490	1,670,428	71.0
April	2,825,475	2,070,005	73.3
May	2,666,061	1,949,959	73.1
June	2,681,258	1,976,098	73.7
July	2,832,401	2,099,087	74.1
August	2,637,540	1,987,441	75.4
September	2,811,886	2,157,423	76.7
FY 1986	30,432,112	21,834,381	71.7
October	2,882,868	2,266,678	78.6
November	2,312,430	1,805,039	78.1
December	2,643,211	2,063,954	78.1
CY 1986	31,132,589	23,245,786	74.7
1987			
January	2,449,211	1,958,915	80.0
February	2,630,482	2,162,560	82.2
FY to Date	12,918,202	10,257,146	79.4

TABLE 1: CARRIER WORKLOAD OPERATIONS: CLAIMS RECEIVED, PROCESSED AND PENDING: FEBRUARY, 1987

CARRIER	CLAIMS RECEIVED	CLAIMS PROCESSED INCLUDING REPLICATES					TOTAL CLAIMS PENDING
		TOTAL NUMBER	TOTAL NUMBER	PAID	APPLIED TOWARD DEDUCTIBLE	DENIED	
TOTAL	25,814,396	27,427,722	19,130,378	5,636,006	2,661,338	27,115,469	12,063,029
BOSTON REGION	1,548,382	1,707,129	1,181,790	396,405	128,934	1,675,978	970,275
CONNECTICUT-TRAVELERS	364,053	451,341	319,665	98,852	32,824	450,599	283,565
MASSACHUSETTS B/S	755,482	800,019	578,097	158,189	63,733	778,355	414,215
MASSACHUSETTS TRI-STATE	277,490	289,643	178,079	88,156	23,408	281,192	164,239
MAINE	131,942	135,761	87,735	36,407	11,619	131,284	79,036
NEW HAMPSHIRE	86,540	95,223	56,492	31,022	7,709	92,586	54,655
VERMONT	59,008	58,659	33,852	20,727	4,080	57,322	30,548
RHODE ISLAND B/S	151,357	166,126	105,949	51,208	8,969	165,832	108,256
NEW YORK REGION	2,978,676	3,965,098	2,891,342	606,333	467,423	3,893,420	2,194,563
NEW JERSEY-PRUDENTIAL	776,255	847,450	565,858	174,542	107,050	841,376	553,187
N.Y.-BINGHAMTON B/S	591,073	786,298	575,565	140,844	69,889	750,165	383,887
N.Y.-NEW YORK B/S	1,250,516	2,011,789	1,528,100	244,081	239,608	1,982,577	897,622
NEW YORK-GROUP HEALTH	203,742	215,878	136,910	43,671	35,297	215,878	81,875
PUERTO RICO B/S	157,090	103,683	84,909	3,195	15,579	103,424	277,992
PUERTO RICO	156,841	103,524	84,809	3,155	15,560	103,267	277,493
VIRGIN ISLANDS	249	159	100	40	19	157	499
PHILADELPHIA REGION	2,815,531	3,109,225	2,194,351	660,532	254,342	3,099,413	1,342,691
MARYLAND B/S	303,657	310,698	221,595	58,072	31,031	310,659	225,443
PENNSYLVANIA B/S	1,940,247	2,124,353	1,525,190	439,164	159,999	2,116,545	896,670
DELAWARE	56,220	60,429	40,583	15,059	4,787	60,314	16,796
DISTRICT OF COLUMBIA	252,194	249,062	175,723	47,226	26,113	248,447	125,863
PENNSYLVANIA	1,572,460	1,743,885	1,240,921	376,873	126,091	1,736,807	731,070
PENNSYLVANIA-LAB.	59,373	70,977	67,963	6	3,008	70,977	22,941
VIRGINIA-TRAVELERS	405,865	492,596	331,226	116,060	45,310	491,214	144,256
WEST VIRGINIA-NATIONWIDE	165,762	181,578	116,340	47,236	18,002	180,995	76,322
ATLANTA REGION	4,992,861	5,074,892	3,517,220	1,060,094	497,578	5,019,234	1,881,184
ALABAMA B/S	455,003	441,659	301,742	100,120	39,797	428,426	111,739
FLORIDA B/S	2,062,475	2,106,329	1,482,953	387,428	235,948	2,075,745	569,585
GEORGIA-PRUDENTIAL	544,958	478,883	315,458	123,713	39,712	477,350	247,240
KENTUCKY B/S	338,027	363,567	242,682	82,365	38,520	360,343	89,695
MISSISSIPPI-TRAVELERS	216,605	229,414	153,517	62,520	13,377	228,936	91,674
NORTH CAROLINA-PRUDENTIAL	630,729	660,644	493,989	116,740	49,915	657,389	457,143
SOUTH CAROLINA B/S (NON-P&E)	256,473	250,131	155,405	66,956	27,770	250,126	133,773
SOUTH CAROLINA B/S (P & E)	35,703	35,384	28,947	174	6,263	35,384	17,389
TENNESSEE-EQUITABLE	452,888	508,881	342,527	120,078	46,276	505,535	162,946

\* LESS THAN 0.05



TABLE 1: CARRIER WORKLOAD OPERATIONS: CLAIMS RECEIVED, PROCESSED AND PENDING: FEBRUARY, 1987

CARRIER	CLAIMS RECEIVED		CLAIMS PROCESSED INCLUDING REPLICATES					TOTAL CLAIMS PENDING	
	TOTAL NUMBER	TOTAL NUMBER	PAID	APPLIED TOWARD DEDUCTIBLE	DENIED	NUMBER EXCLUDING REPLICATES			
CHICAGO REGION	4,406,139	4,407,077	2,913,785	1,017,974	475,318	4,358,082	1,731,183		
ILLINOIS B/S (HCSC)	923,873	945,254	632,683	196,609	115,962	939,625	326,376		
INDIANA B/S	462,621	498,147	312,612	132,271	53,264	460,387	118,022		
MICHIGAN B/S	1,169,623	1,245,058	878,785	226,731	139,542	1,245,057	236,794		
MINNESOTA B/S	135,654	141,814	83,028	45,445	13,341	141,437	44,693		
MINNESOTA-TRAVELERS	138,422	138,814	96,302	29,144	13,368	138,399	73,345		
OHIO-NATIONWIDE	1,048,803	1,121,512	711,154	291,833	118,525	1,117,226	443,109		
WISCONSIN B/S	527,143	316,478	199,221	95,941	21,316	315,951	488,844		
DALLAS REGION	2,439,922	2,552,433	1,926,216	471,902	154,315	2,534,007	863,930		
ARKANSAS B/S	276,410	317,681	203,998	93,727	19,956	316,971	107,209		
LA.-ARK. B/S	399,969	456,951	300,750	97,988	58,213	455,199	184,630		
NEW MEXICO-AETNA	105,998	112,388	74,119	27,877	10,392	111,375	51,586		
OKLAHOMA-AETNA	293,017	309,590	210,133	71,299	28,158	303,584	155,390		
TEXAS B/S	1,364,528	1,355,823	1,137,216	181,011	37,596	1,346,878	365,115		
KANSAS CITY REGION	1,252,964	1,206,379	759,677	334,166	112,536	1,196,181	577,117		
IOWA B/S	444,277	409,950	255,758	123,130	31,062	404,268	169,838		
IOWA	295,319	275,721	172,038	85,067	18,616	272,451	105,756		
NEBRASKA	148,958	134,229	83,720	38,063	12,446	131,817	64,082		
KANSAS B/S	199,783	175,553	107,445	52,566	15,542	173,298	74,667		
MISSOURI B/S	190,115	202,215	132,392	49,210	20,613	200,770	49,295		
MISSOURI-GENERAL AMERICAN	418,789	418,661	264,082	109,260	45,319	417,845	283,317		
DENVER REGION	581,943	576,768	363,119	159,913	53,736	573,234	248,974		
COLORADO B/S	257,910	243,864	153,498	65,370	24,996	243,098	78,074		
MONTANA B/S	66,014	63,204	35,955	20,383	6,866	62,750	52,140		
NORTH DAKOTA B/S	146,060	150,651	94,599	47,363	8,689	149,922	37,482		
NORTH DAKOTA	75,280	78,206	49,548	24,633	4,025	77,923	17,917		
SOUTH DAKOTA	70,780	72,445	45,051	22,730	4,664	71,999	19,565		
UTAH B/S	85,466	93,650	60,802	21,844	11,004	92,127	64,324		
WYOMING-EQUITABLE	26,493	25,399	18,265	4,953	2,181	25,337	16,954		
SAN FRANCISCO REGION	3,291,398	3,265,542	2,304,688	605,564	355,290	3,209,142	1,325,690		
ARIZONA-NEVADA-AETNA	465,880	375,692	258,100	72,832	44,760	372,769	295,925		
ARIZONA	386,738	304,754	207,943	59,181	37,630	302,228	251,753		
NEVADA	79,142	70,938	50,157	13,651	7,130	70,541	44,172		
CALIFORNIA B/S	1,280,616	1,296,763	880,974	276,132	139,657	1,293,867	692,106		
CALIF.-OCCIDENTAL (NON-P&E)	1,455,997	1,499,064	1,102,086	233,900	163,078	1,448,865	285,332		
CALIF.-OCCIDENTAL (P & E)	14,788	14,163	12,010	45	2,108	13,939	10,803		
HAWAII-AETNA	74,117	79,860	51,518	22,655	5,687	79,702	41,524		

\* LESS THAN 0.05

TABLE 1: CARRIER WORKLOAD OPERATIONS: CLAIMS RECEIVED, PROCESSED AND PENDING: FEBRUARY, 1987

CARRIER	CLAIMS RECEIVED	CLAIMS PROCESSED INCLUDING REPLICATES					TOTAL CLAIMS PENDING
		TOTAL NUMBER	TOTAL NUMBER	PAID	APPLIED TOWARD DEDUCTIBLE	DENIED	
SEATTLE REGION	821,289	921,697	640,883	201,099	79,715	917,869	613,706
ALASKA-OREGON-AETNA	273,037	271,726	174,056	74,993	22,677	270,085	119,419
ALASKA	9,087	9,751	6,514	1,983	1,254	9,655	1,494
OREGON	263,950	261,975	167,542	73,010	21,423	260,430	117,925
IDAHO-EQUITABLE	75,867	77,272	43,645	27,922	5,705	77,125	57,021
WASHINGTON B/S	472,385	572,699	423,182	98,184	51,333	570,659	437,266
CLALLAM	8,097	9,469	6,466	2,352	651	9,466	2,611
COWLITZ	8,423	8,500	6,275	1,802	423	8,483	9,864
GRAYS HARBOR	9,775	7,513	5,182	1,868	463	7,512	7,850
KING	216,221	226,295	179,093	27,005	20,197	225,368	271,334
KITSAP	15,922	17,301	12,654	3,583	1,064	17,291	9,947
PIERCE	65,200	103,652	74,227	18,929	10,496	103,233	45,791
SKAGIT	13,540	14,788	9,032	4,512	1,244	14,753	5,105
SNOHOMISH	26,180	28,237	20,024	5,464	2,749	28,140	23,120
SPOKANE	88,145	140,015	99,186	27,949	12,880	139,499	47,904
WALLA WALLA	7,586	6,181	4,090	1,534	557	6,176	5,355
WHATCOM	13,296	10,748	6,953	3,186	609	10,738	8,385
RRB-TRAVELERS	685,291	641,482	437,307	122,024	82,151	638,909	313,716
AETNA	1,212,049	1,149,256	767,926	269,656	111,674	1,137,515	663,844
EQUITABLE	555,248	611,552	404,437	152,953	54,162	607,997	236,921
NATIONWIDE	1,214,565	1,303,090	827,494	339,069	136,527	1,298,221	519,431
PRUDENTIAL	1,951,942	1,986,977	1,375,305	414,995	196,677	1,976,115	1,257,570
TRAVELERS (RRB EXCLUDED)	760,892	860,824	581,045	207,724	72,055	858,549	309,275

\* LESS THAN 0.05

TABLE A1: DAYS WORK ON HAND FOR FEBRUARY 1987  
 BASED ON BUDGETED CLAIMS PROCESSED PER DAY

<u>Carrier</u>	<u>Days</u>
Boston Region	
Connecticut-Travelers	21.4
Massachusetts B/S	14.7
Tri-State	16.0
Rhode Island B/S	17.5
New York Region	
New Jersey-Prudential	17.8
N.Y.-Binghamton B/S	17.0
N.Y.-New York B/S	15.9
New York-Group Health	11.7
Puerto Rico B/S	41.0
Philadelphia Region	
Maryland B/S	20.5
Pennsylvania B/S	12.3
Virginia-Travelers	9.9
Atlanta Region	
Alabama B/S	8.5
Florida B/S	8.6
Georgia-Prudential	15.0
Kentucky B/S	8.0
Mississippi-Travelers	10.9
North Carolina-Prudential	20.6
South Carolina B/S	17.0
Tennessee-Equitable	10.9
Chicago Region	
Illinois B/S (HCSC)	10.3
Indiana B/S	7.2
Michigan B/S	5.4
Minnesota B/S	10.5
Minnesota-Travelers	14.4
Wisconsin B/S	30.5
Dallas Region	
Arkansas B/S	12.6
LA.-Ark. B/S	15.8
New Mexico-Aetna	16.5
Texas B/S	9.3

TABLE A1: DAYS WORK ON HAND FOR FEBRUARY 1987  
 BASED ON BUDGETED CLAIMS PROCESSED PER DAY

<u>Carrier</u>	<u>Days</u>
Kansas City Region	
Iowa B/S	11.5
Kansas B/S	10.9
Missouri B/S	7.2
Missouri-General American	19.2
Denver Region	
Colorado B/S	19.1
Montana B/S	23.4
North Dakota B/S	8.6
Utah B/S	19.7
Wyoming-Equitable	21.9
San Francisco Region	
Arizona-Nevada Aetna	19.7
California B/S	15.2
Calif.-Occidental	5.4
Hawaii-Aetna	13.4
Seattle Region	
Alaska-Oregon Aetna	13.0
Idaho-Equitable	22.4
Washington B/S	28.6
RRB-Travelers	19.7
Aetna	18.0
Equitable	13.0
Nationwide	10.6
Prudential	18.1
Travelers (RRB excluded)	11.0



TABLE 2: SELECTED CARRIER WORKLOAD INDICATORS: FEBRUARY, 1987

	CARRIER	CLAIMS RECEIVED VIA ELECTRONIC MEDIA						REPLICATE CLAIMS	
		TOTAL		HCFA-1500'S		PERCENT OF TOTAL CLAIMS PROCESSED	CLAIMS INVESTIGATION RATE		
		NUMBER	PERCENT OF TOTAL CLAIMS RECEIVED	ASSIGNED PERCENT OF ASS'D. 1500'S RECEIVED	UNASSIGNED PERCENT OF UNASS'D 1500'S RECEIVED				
ASSIGN RATE	RATIO PROC/ REC'D								
TOTAL		70.9	106.2	7,960,158	30.8	37.1	15.6	1.1	3.6
BOSTON REGION		85.5	110.3	376,979	24.3	27.2	7.7	1.8	3.0
CONNECTICUT-TRAVELERS		71.5	124.0	87,607	24.1	32.9	2.0	0.2	0.9
MASSACHUSETTS B/S		95.6	105.9	214,323	28.4	28.8	18.8	2.7	4.0
MASSACHUSETTS TRI-STATE		72.5	104.4	36,003	13.0	13.4	11.7	2.9	3.7
MAINE		81.1	102.9	7,667	5.8	5.8	6.1	3.3	4.0
NEW HAMPSHIRE		61.6	110.0	10,407	12.0	14.2	8.6	2.8	3.9
VERMONT		69.3	99.4	17,929	30.4	32.6	25.3	2.3	2.6
RHODE ISLAND B/S		92.5	109.8	39,046	25.8	27.9	0.0	0.2	2.4
NEW YORK REGION		72.0	133.1	842,463	28.3	37.5	4.7	1.8	3.8
NEW JERSEY-PRUDENTIAL		60.8	109.2	187,918	24.2	36.5	5.2	0.7	2.4
N.Y.-BINGHAMTON B/S		73.4	133.0	114,072	19.3	25.7	1.8	4.6	3.8
N.Y.-NEW YORK B/S		75.5	160.9	475,540	38.0	48.2	6.6	1.5	3.8
NEW YORK-GROUP HEALTH		73.9	106.0	60,350	29.6	39.9	0.6	0.0	1.1
PUERTO RICO B/S		91.7	66.0	4,583	2.9	3.2	0.0	0.2	23.1
PUERTO RICO		91.8	66.0	4,583	2.9	3.2	0.0	0.2	23.1
VIRGIN ISLANDS		62.7	63.9	0	0.0	0.0	0.0	1.3	28.9
PHILADELPHIA REGION		80.3	110.4	873,136	31.0	35.8	11.5	0.3	3.2
MARYLAND B/S		84.3	102.3	118,780	39.1	37.6	47.2	0.0*	4.9
PENNSYLVANIA B/S		81.1	109.5	568,343	29.3	35.2	3.8	0.4	3.3
DELAWARE		74.1	107.5	11,913	21.2	27.1	4.2	0.2	2.8
DISTRICT OF COLUMBIA		72.3	98.8	90,768	36.0	48.7	2.9	0.2	3.4
PENNSYLVANIA		82.1	110.9	406,289	25.8	30.6	4.0	0.4	3.3
PENNSYLVANIA-LAB.		100.0	119.5	59,373	100.0	100.0	0.0	0.0	1.1
VIRGINIA-TRAVELERS		74.4	121.4	149,752	36.9	41.2	24.3	0.3	2.3
WEST VIRGINIA-NATIONWIDE		77.7	109.5	36,261	21.9	26.4	6.0	0.3	2.4
ATLANTA REGION		69.6	101.6	1,939,586	38.8	46.1	22.3	1.1	5.2
ALABAMA B/S		81.7	97.1	277,702	61.0	63.2	51.3	3.0	2.0
FLORIDA B/S		64.6	102.1	908,460	44.0	53.2	27.4	1.5	4.8
GEORGIA-PRUDENTIAL		73.0	87.9	141,255	25.9	33.0	6.9	0.3	2.6
KENTUCKY B/S		70.9	107.6	92,322	27.3	30.9	18.7	0.9	11.4
MISSISSIPPI-TRAVELERS		73.6	105.9	56,842	26.2	31.7	11.1	0.2	2.6
NORTH CAROLINA-PRUDENTIAL		72.7	104.7	215,984	34.2	43.6	9.2	0.5	10.5
SOUTH CAROLINA B/S (NON-P&E)		65.3	97.5	124,905	48.7	57.8	31.6	0.0*	3.5
SOUTH CAROLINA B/S (P & E)		98.8	99.1	13,634	38.2	38.5	11.2	0.0	0.1
TENNESSEE-EQUITABLE		68.8	112.4	108,482	24.0	29.5	11.8	0.7	2.5

\* LESS THAN 0.05

TABLE 2: SELECTED CARRIER WORKLOAD INDICATORS: FEBRUARY, 1987

CARRIER	CLAIMS RECEIVED VIA ELECTRONIC MEDIA					REPLICATE CLAIMS		CLAIMS INVESTIGATION RATE
	TOTAL		HCFA-1500'S		PERCENT OF TOTAL CLAIMS PROCESSED	CLAIMS INVESTIGATION RATE		
	NUMBER	PERCENT OF TOTAL CLAIMS RECEIVED	UNASSIGNED					
			ASS'D. 1500'S RECEIVED	PERCENT OF UNASS'D 1500'S RECEIVED				
ASSIGN RATE	RATIO PROC/ REC'D	NUMBER	PERCENT OF TOTAL CLAIMS RECEIVED	ASS'D. 1500'S RECEIVED	PERCENT OF UNASS'D 1500'S RECEIVED	PERCENT OF TOTAL CLAIMS PROCESSED	CLAIMS INVESTIGATION RATE	
CHICAGO REGION	68.5	100.0	1,584,454	36.0	42.7	21.4	1.1	2.0
ILLINOIS B/S (HCSC)	62.1	102.3	261,451	28.3	35.8	16.0	0.6	2.3
INDIANA B/S	61.1	107.7	136,061	29.4	35.6	19.7	7.6	4.2
MICHIGAN B/S	88.9	106.4	579,288	49.5	54.1	12.9	0.0*	0.6
MINNESOTA B/S	49.6	104.5	57,760	42.6	42.5	42.7	0.3	3.7
MINNESOTA-TRAVELERS	56.4	100.3	73,991	53.5	61.5	43.0	0.3	3.5
OHIO-NATIONWIDE	64.0	106.9	330,736	31.5	39.2	17.9	0.4	2.4
WISCONSIN B/S	57.9	60.0	145,167	27.5	26.0	29.6	0.2	0.8
DALLAS REGION	67.2	104.6	601,743	24.7	31.1	11.4	0.7	3.7
ARKANSAS B/S	78.8	114.9	54,844	19.8	22.2	11.1	0.2	3.0
LA.-ARK. B/S	69.1	114.2	122,212	30.6	39.3	10.9	0.4	4.7
NEW MEXICO-AETNA	65.2	106.0	19,768	18.6	24.2	8.3	0.9	2.6
OKLAHOMA-AETNA	54.7	105.7	66,778	22.8	31.8	11.9	1.9	2.1
TEXAS B/S	67.1	99.4	338,141	24.8	31.2	11.7	0.7	4.0
KANSAS CITY REGION	64.1	96.3	413,061	33.0	39.6	21.2	0.8	7.1
IOWA B/S	56.3	92.3	82,385	18.5	23.2	12.6	1.4	3.6
IOWA	57.7	93.4	73,646	24.9	29.0	19.4	1.2	3.3
NEBRASKA	53.6	90.1	8,739	5.9	10.7	0.3	1.8	4.3
KANSAS B/S	76.7	87.9	75,403	37.7	40.1	30.0	1.3	5.4
MISSOURI B/S	75.5	106.4	83,658	44.0	50.4	24.2	0.7	9.6
MISSOURI-GENERAL AMERICAN	61.1	100.0	171,615	41.0	49.2	28.1	0.2	10.1
DENVER REGION	56.3	99.1	119,190	20.5	25.6	13.9	0.6	5.0
COLORADO B/S	60.5	94.6	39,264	15.2	22.0	4.9	0.3	4.5
MONTANA B/S	48.6	95.7	11,741	17.8	14.9	20.5	0.7	14.2
NORTH DAKOTA B/S	49.6	103.1	47,030	32.2	38.3	26.2	0.5	3.3
NORTH DAKOTA	53.2	103.9	36,423	48.4	54.6	41.3	0.4	3.2
SOUTH DAKOTA	45.7	102.4	10,607	15.0	18.1	12.4	0.6	3.4
UTAH B/S	65.8	109.6	18,566	21.7	27.3	11.1	1.6	3.1
WYOMING-EQUITABLE	41.8	95.9	2,589	9.8	15.7	5.5	0.2	2.6
SAN FRANCISCO REGION	73.3	99.2	1,059,581	32.2	37.9	16.5	1.7	3.1
ARIZONA-NEVADA-AETNA	62.7	80.6	120,736	25.9	35.6	9.6	0.8	2.9
ARIZONA	58.8	78.8	99,605	25.8	36.8	10.0	0.8	3.0
NEVADA	81.7	89.6	21,131	26.7	31.6	4.7	0.6	2.8
CALIFORNIA B/S	70.4	101.3	432,430	33.8	40.4	18.0	0.2	2.4
CALIF.-OCCIDENTAL (NON-P&E)	79.0	103.0	489,352	33.6	37.7	18.1	3.3	3.5
CALIF.-OCCIDENTAL (P & E)	97.7	95.8	4,158	28.1	28.8	0.0	1.6	13.9
HAWAII-AETNA	72.3	107.7	12,905	17.4	14.8	24.1	0.2	4.1

\* LESS THAN 0.05



TABLE 2: SELECTED CARRIER WORKLOAD INDICATORS: FEBRUARY, 1987

CARRIER	CLAIMS RECEIVED VIA ELECTRONIC MEDIA					REPLICATE CLAIMS	
	TOTAL	NUMBER	RATIO PROC/ REC'D	HCFA-1500'S		PERCENT OF TOTAL CLAIMS PROCESSED	CLAIMS INVESTIGATION RATE
				ASSIGNED	UNASSIGNED		
				PERCENT OF ASS'D. 1500'S RECEIVED	PERCENT OF UNASS'D 1500'S RECEIVED		
SEATTLE REGION		135,390	112.2	16.5	20.4	0.4	1.6
ALASKA-OREGON-AETNA		65,469	99.5	24.0	28.1	0.6	1.4
ALASKA		707	107.3	7.8	11.4	1.0	1.6
OREGON		64,762	99.3	24.5	28.9	0.6	1.4
IDAHO-EQUITABLE		14,012	101.9	18.5	23.9	0.2	0.8
WASHINGTON B/S		55,909	121.2	11.8	16.1	0.4	1.7
CLALLAM		410	116.9	5.1	12.5	0.0*	7.6
COWLITZ		3	100.9	0.0*	0.0	0.2	2.2
GRAYS HARBOR		0	76.9	0.0	0.0	0.0*	1.0
KING		30,809	104.7	14.2	22.5	0.4	1.1
KITSAP		3,133	108.7	19.7	18.4	0.1	0.8
PIERCE		5,087	159.0	7.8	3.3	0.4	1.8
SKAGIT		1,483	109.2	11.0	13.8	0.2	1.2
SNOHOMISH		1,436	107.9	5.5	5.2	0.3	6.0
SPOKANE		9,860	158.8	11.2	16.2	0.4	1.7
WALLA WALLA		3,020	81.5	39.8	32.9	0.1	2.8
WHATCOM		668	80.8	5.0	8.3	0.1	1.9
RRB-TRAVELERS		14,575	93.6	2.1	2.9	0.4	2.8
AETNA		285,656	94.8	23.6	30.6	1.0	2.4
EQUITABLE		125,083	110.1	22.5	28.6	0.6	2.3
NATIONWIDE		366,997	107.3	30.2	37.1	0.4	2.4
PRUDENTIAL		545,157	101.8	27.9	37.9	0.5	5.1
TRAVELERS (RRB EXCLUDED)		280,585	113.1	36.9	41.3	0.3	2.6

\* LESS THAN 0.05

TABLE 3: TOTAL NUMBER OF INQUIRIES PROCESSED AND RATIO TO 1,000 CLAIMS RECEIVED: FEBRUARY, 1987

CARRIER	TOTAL		TELEPHONE		WALK-IN		WRITTEN	
	NUMBER	RATIO OF INQUIRIES TO 1,000 CLAIMS RECEIVED	NUMBER	RATIO OF INQUIRIES TO 1,000 CLAIMS RECEIVED	NUMBER	RATIO OF INQUIRIES TO 1,000 CLAIMS RECEIVED	NUMBER	RATIO OF INQUIRIES TO 1,000 CLAIMS RECEIVED
TOTAL	1,852,549	72	1,406,029	54	40,003	2	406,517	16
BOSTON REGION	82,524	53	64,087	41	2,679	2	15,758	10
CONNECTICUT-TRAVELERS	22,431	62	19,836	54	900	2	1,695	5
MASSACHUSETTS B/S	30,923	41	22,442	30	858	1	7,623	10
MASSACHUSETTS TRI-STATE	21,388	77	15,602	56	592	2	5,194	19
MAINE	9,194	70	7,030	53	259	2	1,905	14
NEW HAMPSHIRE	8,674	100	6,124	71	288	3	2,262	26
VERMONT	3,520	60	2,448	41	45	1	1,027	17
RHODE ISLAND B/S	7,782	51	6,207	41	329	2	1,246	8
NEW YORK REGION	218,085	73	179,773	60	7,105	2	31,207	10
NEW JERSEY-PRUDENTIAL	59,545	77	45,775	59	386	0*	13,384	17
N.Y.-BINGHAMTON B/S	31,092	53	27,348	46	441	1	3,303	6
N.Y.-NEW YORK B/S	97,157	78	83,382	67	4,149	3	9,626	8
NEW YORK-GROUP HEALTH	20,214	99	17,511	86	259	1	2,444	12
PUERTO RICO B/S	10,077	64	5,757	37	1,870	12	2,450	16
PUERTO RICO	9,922	63	5,659	36	1,853	12	2,410	15
VIRGIN ISLANDS	155	622	98	394	17	68	40	161
PHILADELPHIA REGION	169,503	60	130,639	46	2,568	1	36,296	13
MARYLAND B/S	26,685	88	17,734	58	707	2	8,244	27
PENNSYLVANIA B/S	112,454	58	88,044	45	1,162	1	23,248	12
DELAWARE	5,865	104	3,840	68	198	4	1,827	32
DISTRICT OF COLUMBIA	22,018	87	17,864	71	755	3	3,399	13
PENNSYLVANIA	84,568	54	66,337	42	209	0*	18,022	11
PENNSYLVANIA-LAB.	3	0*	3	0*	0	0	0	0
VIRGINIA-TRAVELERS	21,416	53	17,207	42	641	2	3,568	9
WEST VIRGINIA-NATIONWIDE	8,948	54	7,654	46	58	0*	1,236	7
ATLANTA REGION	400,892	80	294,692	59	3,623	1	102,577	21
ALABAMA B/S	20,951	46	19,447	43	309	1	1,195	3
FLORIDA B/S	227,988	111	167,626	81	1,698	1	58,664	28
GEORGIA-PRUDENTIAL	25,681	47	19,801	36	153	0*	5,727	11
KENTUCKY B/S	24,654	73	15,704	46	525	2	8,425	25
MISSISSIPPI-TRAVELERS	12,414	57	10,340	48	246	1	1,828	8
NORTH CAROLINA-PRUDENTIAL	29,822	47	18,800	30	568	1	10,454	17
SOUTH CAROLINA B/S (NON-P&E)	22,285	87	17,116	67	42	0*	5,127	20
SOUTH CAROLINA B/S (P & E)	5,698	160	2,918	82	0	0	2,780	78
TENNESSEE-EQUITABLE	31,399	69	22,940	51	82	0*	8,377	18

\* LESS THAN ONE PER THOUSAND

TABLE 3: TOTAL NUMBER OF INQUIRIES PROCESSED AND RATIO TO 1,000 CLAIMS RECEIVED: FEBRUARY, 1987

CARRIER	TOTAL		TELEPHONE		WALK-IN		WRITTEN	
	NUMBER	RATIO OF INQUIRIES TO 1,000 CLAIMS RECEIVED	NUMBER	RATIO OF INQUIRIES TO 1,000 CLAIMS RECEIVED	NUMBER	RATIO OF INQUIRIES TO 1,000 CLAIMS RECEIVED	NUMBER	RATIO OF INQUIRIES TO 1,000 CLAIMS RECEIVED
CHICAGO REGION	241,020	55	192,848	44	4,201	1	43,971	10
ILLINOIS B/S (HCSC)	52,829	57	38,731	42	408	0*	13,690	15
INDIANA B/S	31,435	68	26,590	57	364	1	4,481	10
MICHIGAN B/S	58,020	50	46,119	39	2,814	2	9,087	8
MINNESOTA B/S	7,203	53	6,146	45	5	0*	1,052	8
MINNESOTA-TRAVELERS	11,936	86	11,256	81	326	2	354	3
OHIO-NATIONWIDE	59,208	56	46,454	44	180	0*	12,574	12
WISCONSIN B/S	20,389	39	17,552	33	104	0*	2,733	5
DALLAS REGION	217,617	89	152,707	63	1,674	1	63,236	26
ARKANSAS B/S	13,774	50	11,167	40	299	1	2,308	8
LA.-ARK. B/S	23,656	59	16,690	42	338	1	6,628	17
NEW MEXICO-AETNA	10,821	102	8,147	77	250	2	2,424	23
OKLAHOMA-AETNA	19,863	68	16,160	55	541	2	3,162	11
TEXAS B/S	149,503	110	100,543	74	246	0*	48,714	36
KANSAS CITY REGION	102,350	82	76,107	61	3,106	2	23,137	18
IOWA B/S	42,095	95	29,530	66	1,937	4	10,628	24
IOWA	25,300	86	15,923	54	49	0*	9,328	32
NEBRASKA	16,795	113	13,607	91	1,888	13	1,300	9
KANSAS B/S	15,371	77	9,074	45	377	2	5,920	30
MISSOURI B/S	15,886	84	12,580	66	476	3	2,830	15
MISSOURI-GENERAL AMERICAN	28,998	69	24,923	60	316	1	3,759	9
DENVER REGION	53,585	92	41,931	72	1,848	3	9,806	17
COLORADO B/S	23,334	90	17,414	68	491	2	5,429	21
MONTANA B/S	4,912	74	3,385	51	80	1	1,447	22
NORTH DAKOTA B/S	8,867	61	7,291	50	406	3	1,170	8
NORTH DAKOTA	4,469	59	3,403	45	404	5	662	9
SOUTH DAKOTA	4,398	62	3,888	55	2	0*	508	7
UTAH B/S	13,979	164	11,616	136	704	8	1,659	19
WYOMING-EQUITABLE	2,493	94	2,225	84	167	6	101	4
SAN FRANCISCO REGION	215,719	66	153,073	47	1,944	1	60,702	18
ARIZONA-NEVADA-AETNA	37,688	81	34,341	74	1,044	2	2,303	5
ARIZONA	33,463	87	30,775	80	1,044	3	1,644	4
NEVADA	4,225	53	3,566	45	0	0	659	8
CALIFORNIA B/S	60,280	47	46,919	37	229	0*	13,132	10
CALIF.-OCCIDENTAL (NON-P&E)	108,835	75	65,139	45	307	0*	43,389	30
CALIF.-OCCIDENTAL (P & E)	2,885	195	1,644	111	4	0*	1,237	84
HAWAII-AETNA	6,031	81	5,030	68	360	5	641	9

\* LESS THAN ONE PER THOUSAND

TABLE 3: TOTAL NUMBER OF INQUIRIES PROCESSED AND RATIO TO 1,000 CLAIMS RECEIVED: FEBRUARY, 1987

CARRIER	TOTAL		TELEPHONE		WALK-IN		WRITTEN	
	NUMBER	RATIO OF INQUIRIES TO 1,000 CLAIMS RECEIVED	NUMBER	RATIO OF INQUIRIES TO 1,000 CLAIMS RECEIVED	NUMBER	RATIO OF INQUIRIES TO 1,000 CLAIMS RECEIVED	NUMBER	RATIO OF INQUIRIES TO 1,000 CLAIMS RECEIVED
SEATTLE REGION	86,824	106	70,958	86	11,125	14	4,741	6
ALASKA-OREGON-AETNA								
ALASKA	22,121	81	20,489	75	509	2	1,123	4
OREGON	868	96	803	88	0	0	65	7
IDAHO-EQUITABLE	21,253	81	19,686	75	509	2	1,058	4
WASHINGTON B/S	8,617	114	7,621	100	240	3	756	10
CLALLAM	56,086	119	42,848	91	10,376	22	2,862	6
COWLITZ	1,416	175	1,002	124	378	47	36	4
GRAYS HARBOR	491	58	287	34	200	24	4	0*
KING	1,007	103	453	46	519	53	35	4
KITSAP	22,736	105	18,123	84	2,784	13	1,829	8
PIERCE	3,690	232	2,973	187	553	35	164	10
SKAGIT	6,786	104	5,644	87	1,093	17	49	1
SNOHOMISH	2,092	155	1,128	83	785	58	179	13
SPOKANE	4,073	156	3,097	118	566	22	410	16
WALLA WALLA	10,351	117	7,959	90	2,277	26	115	1
WHATCOM	1,543	203	830	109	695	92	18	2
	1,901	143	1,352	102	526	40	23	2
RRB-TRAVELERS	64,430	94	49,214	72	130	0*	15,086	22
AETNA								
EQUITABLE	96,524	80	84,167	69	2,704	2	9,653	8
NATIONWIDE	42,509	77	32,786	59	489	1	9,234	17
PRUDENTIAL	68,156	56	54,108	45	238	0*	13,810	11
TRAVELERS (RRB EXCLUDED)	115,048	59	84,376	43	1,107	1	29,565	15
	45,766	60	38,803	51	1,213	2	5,750	8

\* LESS THAN ONE PER THOUSAND



TABLE 4: NUMBER OF BENEFICIARY INQUIRIES PROCESSED AND RATIO TO 1,000 CLAIMS RECEIVED: FEBRUARY, 1987

CARRIER	TOTAL		TELEPHONE		WALK-IN		WRITTEN	
	NUMBER	RATIO OF INQUIRIES TO 1,000 CLAIMS RECEIVED	NUMBER	RATIO OF INQUIRIES TO 1,000 CLAIMS RECEIVED	NUMBER	RATIO OF INQUIRIES TO 1,000 CLAIMS RECEIVED	NUMBER	RATIO OF INQUIRIES TO 1,000 CLAIMS RECEIVED
TOTAL	1,314,976	51	1,085,556	42	37,158	1	192,262	7
BOSTON REGION	55,194	36	46,793	30	2,670	2	5,731	4
CONNECTICUT-TRAVELERS	18,623	51	16,413	45	899	2	1,311	4
MASSACHUSETTS B/S	19,804	26	16,798	22	858	1	2,148	3
MASSACHUSETTS TRI-STATE	11,510	41	8,687	31	592	2	2,231	8
MAINE	4,024	30	2,886	22	259	2	879	7
NEW HAMPSHIRE	5,557	64	4,291	50	288	3	978	11
VERMONT	1,929	33	1,510	26	45	1	374	6
RHODE ISLAND B/S	5,257	35	4,895	32	321	2	41	0*
NEW YORK REGION	176,149	59	149,432	50	6,868	2	19,849	7
NEW JERSEY-PRUDENTIAL	47,977	62	38,389	49	386	0*	9,202	12
N.Y.-BINGHAMTON B/S	24,306	41	21,331	36	441	1	2,534	4
N.Y.-NEW YORK B/S	79,018	63	69,462	56	4,139	3	5,417	4
NEW YORK-GROUP HEALTH	16,738	82	15,070	74	246	1	1,422	7
PUERTO RICO B/S	8,110	52	5,180	33	1,656	11	1,274	8
PUERTO RICO	8,036	51	5,123	33	1,656	11	1,257	8
VIRGIN ISLANDS	74	297	57	229	0	0	17	68
PHILADELPHIA REGION	121,650	43	108,766	39	2,548	1	10,336	4
MARYLAND B/S	18,215	60	15,770	52	707	2	1,738	6
PENNSYLVANIA B/S	77,323	40	71,805	37	1,158	1	4,360	2
DELAWARE	3,632	65	3,219	57	198	4	215	4
DISTRICT OF COLUMBIA	15,267	61	13,813	55	753	3	701	3
PENNSYLVANIA	58,424	37	54,773	35	207	0*	3,444	2
PENNSYLVANIA-LAB.	0	0	0	0	0	0	0	0
VIRGINIA-TRAVELERS	18,902	47	15,213	37	634	2	3,055	8
WEST VIRGINIA-NATIONWIDE	7,210	43	5,978	36	49	0*	1,183	7
ATLANTA REGION	285,409	57	240,273	48	3,587	1	41,549	8
ALABAMA B/S	11,868	26	11,194	25	306	1	368	1
FLORIDA B/S	174,876	85	147,190	71	1,698	1	25,988	13
GEORGIA-PRUDENTIAL	18,255	33	16,059	29	153	0*	2,043	4
KENTUCKY B/S	15,030	44	11,287	33	518	2	3,225	10
MISSISSIPPI-TRAVELERS	8,526	39	7,989	37	243	1	294	1
NORTH CAROLINA-PRUDENTIAL	20,923	33	15,558	25	568	1	4,797	8
SOUTH CAROLINA B/S (NON-P&E)	15,595	61	14,356	56	42	0*	1,197	5
SOUTH CAROLINA B/S (P & E)	583	16	421	12	0	0	162	5
TENNESSEE-EQUITABLE	19,753	44	16,219	36	59	0*	3,475	8

\* LESS THAN ONE PER THOUSAND

TABLE 4: NUMBER OF BENEFICIARY INQUIRIES PROCESSED AND RATIO TO 1,000 CLAIMS RECEIVED: FEBRUARY, 1987

CARRIER	TOTAL			TELEPHONE			WALK-IN			WRITTEN		
	NUMBER	RATIO OF INQUIRIES TO 1,000 CLAIMS RECEIVED		NUMBER	RATIO OF INQUIRIES TO 1,000 CLAIMS RECEIVED		NUMBER	RATIO OF INQUIRIES TO 1,000 CLAIMS RECEIVED		NUMBER	RATIO OF INQUIRIES TO 1,000 CLAIMS RECEIVED	
CHICAGO REGION	181,913	41		144,746	33		4,119	1		33,048	8	
ILLINOIS B/S (HCSC)	44,470	48		33,118	36		400	0*		10,952	12	
INDIANA B/S	19,959	43		17,956	39		364	1		1,639	4	
MICHIGAN B/S	37,926	32		28,287	24		2,814	2		6,825	6	
MINNESOTA B/S	4,548	34		4,013	30		5	0*		530	4	
MINNESOTA-TRAVELERS	10,134	73		9,601	69		326	2		207	1	
OHIO-NATIONWIDE	51,493	49		39,423	38		108	0*		11,962	11	
WISCONSIN B/S	13,383	25		12,348	23		102	0*		933	2	
DALLAS REGION	131,759	54		105,007	43		1,627	1		25,125	10	
ARKANSAS B/S	10,177	37		9,043	33		284	1		850	3	
LA.-ARK. B/S	14,130	35		11,472	29		338	1		2,320	6	
NEW MEXICO-AETNA	7,702	73		6,211	59		244	2		1,247	12	
OKLAHOMA-AETNA	15,665	53		12,928	44		540	2		2,197	7	
TEXAS B/S	84,085	62		65,353	48		221	0*		18,511	14	
KANSAS CITY REGION	71,818	57		60,620	48		1,223	1		9,975	8	
IOWA B/S	25,883	58		20,892	47		54	0*		4,937	11	
IOWA	16,475	56		12,789	43		49	0*		3,637	12	
NEBRASKA	9,408	63		8,103	54		5	0*		1,300	9	
KANSAS B/S	8,444	42		6,938	35		377	2		1,129	6	
MISSOURI B/S	11,762	62		10,126	53		476	3		1,160	6	
MISSOURI-GENERAL AMERICAN	25,729	61		22,664	54		316	1		2,749	7	
DENVER REGION	35,254	61		28,763	49		1,841	3		4,650	8	
COLORADO B/S	15,654	61		12,597	49		491	2		2,566	10	
MONTANA B/S	3,562	54		2,413	37		77	1		1,072	16	
NORTH DAKOTA B/S	5,650	39		4,681	32		406	3		563	4	
NORTH DAKOTA	2,746	36		2,070	27		404	5		272	4	
SOUTH DAKOTA	2,904	41		2,611	37		2	0*		291	4	
UTAH B/S	8,743	102		7,648	89		704	8		391	5	
WYOMING-EQUITABLE	1,645	62		1,424	54		163	6		58	2	
SAN FRANCISCO REGION	147,006	45		114,342	35		1,717	1		30,947	9	
ARIZONA-NEVADA-AETNA	31,484	68		28,984	62		881	2		1,619	3	
ARIZONA	28,078	73		25,850	67		881	2		1,347	3	
NEVADA	3,406	43		3,134	40		0	0		272	3	
CALIFORNIA B/S	43,609	34		38,473	30		227	0*		4,909	4	
CALIF.-OCCIDENTAL (NON-P&E)	67,563	46		43,194	30		267	0*		24,102	17	
CALIF.-OCCIDENTAL (P & E)	86	6		49	3		0	0		37	3	
HAWAII-AETNA	4,264	58		3,642	49		342	5		280	4	



TABLE 4: NUMBER OF BENEFICIARY INQUIRIES PROCESSED AND RATIO TO 1,000 CLAIMS RECEIVED: FEBRUARY, 1987

CARRIER	TOTAL		TELEPHONE		WALK-IN		WRITTEN	
	NUMBER	RATIO OF INQUIRIES TO 1,000 CLAIMS RECEIVED	NUMBER	RATIO OF INQUIRIES TO 1,000 CLAIMS RECEIVED	NUMBER	RATIO OF INQUIRIES TO 1,000 CLAIMS RECEIVED	NUMBER	RATIO OF INQUIRIES TO 1,000 CLAIMS RECEIVED
SEATTLE REGION	66,375	81	52,177	64	10,828	13	3,370	4
ALASKA-OREGON-AETNA								
ALASKA	14,611	54	13,292	49	508	2	811	3
OREGON	475	52	443	49	0	0	32	4
IDAHO-EQUITABLE	14,136	54	12,849	49	508	2	779	3
WASHINGTON B/S	5,481	72	4,568	60	240	3	673	9
CLALLAM	46,283	98	34,317	73	10,080	21	1,886	4
COWLITZ	1,167	144	777	96	358	44	32	4
GRAYS HARBOR	485	58	282	33	200	24	3	0*
KING	916	94	363	37	519	53	34	3
KITSAP	19,303	89	15,679	73	2,611	12	1,013	5
PIERCE	2,682	168	1,995	125	551	35	136	9
SKAGIT	5,918	91	4,780	73	1,093	17	45	1
SNOHOMISH	1,520	112	639	47	777	57	104	8
SPOKANE	3,207	122	2,262	86	566	22	379	14
WALLA WALLA	8,456	96	6,113	69	2,233	25	110	1
WHATCOM	1,219	161	557	73	646	85	16	2
	1,410	106	870	65	526	40	14	1
RRB-TRAVELERS	42,449	62	34,637	51	130	0*	7,682	11
AETNA								
EQUITABLE	73,726	61	65,057	54	2,515	2	6,154	5
NATIONWIDE	26,879	48	22,211	40	462	1	4,206	8
PRUDENTIAL	58,703	48	45,401	37	157	0*	13,145	11
TRAVELERS (RRB EXCLUDED)	87,155	45	70,006	36	1,107	1	16,042	8
Ø0	37,562	49	32,803	43	1,203	2	3,556	5

TABLE 5 : NUMBER OF PROVIDER INQUIRIES PROCESSED AND RATIO TO 1,000 CLAIMS RECEIVED: FEBRUARY, 1987

CARRIER	TOTAL		TELEPHONE		WALK-IN		WRITTEN	
	NUMBER	RATIO OF INQUIRIES TO 1,000 CLAIMS RECEIVED	NUMBER	RATIO OF INQUIRIES TO 1,000 CLAIMS RECEIVED	NUMBER	RATIO OF INQUIRIES TO 1,000 CLAIMS RECEIVED	NUMBER	RATIO OF INQUIRIES TO 1,000 CLAIMS RECEIVED
TOTAL	537,573	21	320,473	12	2,845	0*	214,255	8
BOSTON REGION	27,330	18	17,294	11	9	0*	10,027	6
CONNECTICUT-TRAVELERS	3,808	10	3,423	9	1	0*	384	1
MASSACHUSETTS B/S	11,119	15	5,644	7	0	0	5,475	7
TRI-STATE	9,878	36	6,915	25	0	0	2,963	11
MAINE	5,170	39	4,144	31	0	0	1,026	8
NEW HAMPSHIRE	3,117	36	1,833	21	0	0	1,284	15
VERMONT	1,591	27	938	16	0	0	653	11
RHODE ISLAND B/S	2,525	17	1,312	9	8	0*	1,205	8
NEW YORK REGION	41,936	14	30,341	10	237	0*	11,358	4
NEW JERSEY-PRUDENTIAL	11,568	15	7,386	10	0	0	4,182	5
N.Y.-BINGHAMTON B/S	6,786	11	6,017	10	0	0	769	1
N.Y.-NEW YORK B/S	18,139	15	13,920	11	10	0*	4,209	3
NEW YORK-GROUP HEALTH	3,476	17	2,441	12	13	0*	1,022	5
PUERTO RICO B/S	1,967	13	577	4	214	1	1,176	7
PUERTO RICO	1,886	12	536	3	197	1	1,153	7
VIRGIN ISLANDS	81	325	41	165	17	68	23	92
PHILADELPHIA REGION	47,853	17	21,873	8	20	0*	25,960	9
MARYLAND B/S	8,470	28	1,964	6	0	0	6,506	21
PENNSYLVANIA B/S	35,131	18	16,239	8	4	0*	18,888	10
DELAWARE	2,233	40	621	11	0	0	1,612	29
DISTRICT OF COLUMBIA	6,751	27	4,051	16	2	0*	2,698	11
PENNSYLVANIA	26,144	17	11,564	7	2	0*	14,578	9
PENNSYLVANIA-LAB.	3	0*	3	0*	0	0	0	0
VIRGINIA-TRAVELERS	2,514	6	1,994	5	7	0*	513	1
WEST VIRGINIA-NATIONWIDE	1,738	10	1,676	10	9	0*	53	0*
ATLANTA REGION	115,483	23	54,419	11	36	0*	61,028	12
ALABAMA B/S	9,083	20	8,253	18	3	0*	827	2
FLORIDA B/S	53,112	26	20,436	10	0	0	32,676	16
GEORGIA-PRUDENTIAL	7,426	14	3,742	7	0	0	3,684	7
KENTUCKY B/S	9,624	28	4,417	13	7	0*	5,200	15
MISSISSIPPI-TRAVELERS	3,888	18	2,351	11	3	0*	1,534	7
NORTH CAROLINA-PRUDENTIAL	8,899	14	3,242	5	0	0	5,657	9
SOUTH CAROLINA B/S (NON-P&E)	6,690	26	2,760	11	0	0	3,930	15
SOUTH CAROLINA B/S (P & E)	5,115	143	2,497	70	0	0	2,618	73
TENNESSEE-EQUITABLE	11,646	26	6,721	15	23	0*	4,902	11

\* LESS THAN ONE PER THOUSAND

TABLE 5: NUMBER OF PROVIDER INQUIRIES PROCESSED AND RATIO TO 1,000 CLAIMS RECEIVED: FEBRUARY, 1987

CARRIER	TOTAL		TELEPHONE		WALK-IN		WRITTEN	
	NUMBER	RATIO OF INQUIRIES TO 1,000 CLAIMS RECEIVED	NUMBER	RATIO OF INQUIRIES TO 1,000 CLAIMS RECEIVED	NUMBER	RATIO OF INQUIRIES TO 1,000 CLAIMS RECEIVED	NUMBER	RATIO OF INQUIRIES TO 1,000 CLAIMS RECEIVED
CHICAGO REGION	59,107	13	48,102	11	82	0*	10,923	2
ILLINOIS B/S (HCSC)	8,359	9	5,613	6	8	0*	2,738	3
INDIANA B/S	11,476	25	8,634	19	0	0	2,842	6
MICHIGAN B/S	20,094	17	17,832	15	0	0	2,262	2
MINNESOTA B/S	2,655	20	2,133	16	0	0	522	4
MINNESOTA-TRAVELERS	1,802	13	1,655	12	0	0	147	1
OHIO-NATIONWIDE	7,715	7	7,031	7	72	0*	612	1
WISCONSIN B/S	7,006	13	5,204	10	2	0*	1,800	3
DALLAS REGION	85,858	35	47,700	20	47	0*	38,111	16
ARKANSAS B/S	3,597	13	2,124	8	15	0*	1,458	5
LA.-ARK. B/S	9,526	24	5,218	13	0	0	4,308	11
NEW MEXICO-AETNA	3,119	29	1,936	18	6	0*	1,177	11
OKLAHOMA-AETNA	4,198	14	3,232	11	1	0*	965	3
TEXAS B/S	65,418	48	35,190	26	25	0*	30,203	22
KANSAS CITY REGION	30,532	24	15,487	12	1,883	2	13,162	11
IOWA B/S	16,212	36	8,638	19	1,883	4	5,691	13
IOWA	8,825	30	3,134	11	0	0	5,691	19
NEBRASKA	7,387	50	5,504	37	1,883	13	0	0
KANSAS B/S	6,927	35	2,136	11	0	0	4,791	24
MISSOURI B/S	4,124	22	2,454	13	0	0	1,670	9
MISSOURI-GENERAL AMERICAN	3,269	8	2,259	5	0	0	1,010	2
DENVER REGION	18,331	31	13,168	23	7	0*	5,156	9
COLORADO B/S	7,680	30	4,817	19	0	0	2,863	11
MONTANA B/S	1,350	20	972	15	3	0*	375	6
NORTH DAKOTA B/S	3,217	22	2,610	18	0	0	607	4
NORTH DAKOTA	1,723	23	1,333	18	0	0	390	5
SOUTH DAKOTA	1,494	21	1,277	18	0	0	217	3
UTAH B/S	5,236	61	3,968	46	0	0	1,268	15
WYOMING-EQUITABLE	848	32	801	30	4	0*	43	2
SAN FRANCISCO REGION	68,713	21	38,731	12	227	0*	29,755	9
ARIZONA-NEVADA-AETNA	6,204	13	5,357	11	163	0*	684	1
ARIZONA	5,385	14	4,925	13	163	0*	297	1
NEVADA	819	10	432	5	0	0	387	5
CALIFORNIA B/S	16,671	13	8,446	7	2	0*	8,223	6
CALIF.-OCCIDENTAL (NON-P&E)	41,272	28	21,945	15	40	0*	19,287	13
CALIF.-OCCIDENTAL (P & E)	2,799	189	1,595	108	4	0*	1,200	81
HAWAII-AETNA	1,767	24	1,388	19	18	0*	361	5

\* LESS THAN ONE PER THOUSAND

TABLE 5 : NUMBER OF PROVIDER INQUIRIES PROCESSED AND RATIO TO 1,000 CLAIMS RECEIVED: FEBRUARY, 1987

CARRIER	TOTAL		TELEPHONE		WALK-IN		WRITTEN	
	NUMBER	RATIO OF INQUIRIES TO 1,000 CLAIMS RECEIVED	NUMBER	RATIO OF INQUIRIES TO 1,000 CLAIMS RECEIVED	NUMBER	RATIO OF INQUIRIES TO 1,000 CLAIMS RECEIVED	NUMBER	RATIO OF INQUIRIES TO 1,000 CLAIMS RECEIVED
SEATTLE REGION	20,449	25	18,781	23	297	0*	1,371	2
ALASKA-OREGON-AETNA								
ALASKA	7,510	28	7,197	26	1	0*	312	1
OREGON	393	43	360	40	0	0	33	4
IDAHO-EQUITABLE	7,117	27	6,837	26	1	0*	279	1
WASHINGTON B/S	3,136	41	3,053	40	0	0	83	1
WASHINGTON B/S	9,803	21	8,531	18	296	1	976	2
CLALLAM	249	31	225	28	20	2	4	0*
COWLITZ	6	1	5	1	0	0	1	0*
GRAYS HARBOR	91	9	90	9	0	0	1	0*
KING	3,433	16	2,444	11	173	1	816	4
KITSAP	1,008	63	978	61	2	0*	28	2
PIERCE	868	13	864	13	0	0	4	0*
SKAGIT	572	42	489	36	8	1	75	6
SNOHOMISH	866	33	835	32	0	0	31	1
SPOKANE	1,895	21	1,846	21	44	0*	5	0*
WALLA WALLA	324	43	273	36	49	6	2	0*
WHATCOM	491	37	482	36	0	0	9	1
RRB-TRAVELERS	21,981	32	14,577	21	0	0	7,404	11
AETNA								
EQUITABLE	22,798	19	19,110	16	189	0*	3,499	3
NATIONWIDE	15,630	28	10,575	19	27	0*	5,028	9
PRUDENTIAL	9,453	8	8,707	7	81	0*	665	1
TRAVELERS (RRB EXCLUDED)	27,893	14	14,370	7	0	0	13,523	7
	8,204	11	6,000	8	10	0*	2,194	3

\* LESS THAN ONE PER THOUSAND  
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TABLE 6: SELECTED DATA ON MEDICAID Crossover CLAIMS: FEBRUARY, 1987

CARRIER	TRANSFERRED VIA ELECTRONIC MEDIA	
	NUMBER	PERCENT OF TOTAL TRANSFERRED
TOTAL	2,630,482	82.2
BOSTON REGION	246,172	91.3
CONNECTICUT-TRAVELERS	17,773	100.0
MASSACHUSETTS' B/S	158,252	100.0
MASSACHUSETTS	48,721	100.0
TRI-STATE	26,082	100.0
MAINE	12,132	100.0
NEW HAMPSHIRE	10,507	100.0
VERMONT	21,426	0.0
RHODE ISLAND B/S	78,531	100.0
NEW YORK REGION	78,531	100.0
NEW JERSEY-PRUDENTIAL	0	0.0
N.Y.-BINGHAMTON B/S	0	0.0
N.Y.-NEW YORK B/S	0	0.0
NEW YORK-GROUP HEALTH	0	0.0
PUERTO RICO B/S	0	0.0
PUERTO RICO	0	0.0
VIRGIN ISLANDS	0	0.0
PHILADELPHIA REGION	124,912	100.0
MARYLAND B/S	33,801	100.0
PENNSYLVANIA B/S	17,191	100.0
DELAWARE	0	0.0
DISTRICT OF COLUMBIA	17,191	100.0
PENNSYLVANIA	0	0.0
PENNSYLVANIA-LAB.	0	0.0
VIRGINIA-TRAVELERS	73,920	100.0
WEST VIRGINIA-NATIONWIDE	0	0.0
ATLANTA REGION	604,452	94.7
ALABAMA B/S	54,776	100.0
FLORIDA B/S	159,889	100.0
GEORGIA-PRUDENTIAL	102,199	100.0
KENTUCKY B/S	8,754	20.4
MISSISSIPPI-TRAVELERS	60,878	100.0
NORTH CAROLINA-PRUDENTIAL	62,107	100.0
SOUTH CAROLINA B/S (NON-P&E)	59,568	100.0
SOUTH CAROLINA B/S (P & E)	2,542	100.0
TENNESSEE-EQUITABLE	93,739	100.0

TABLE 6 : SELECTED DATA ON MEDICAID CROSSOVER CLAIMS: FEBRUARY, 1987

CARRIER	NUMBER TRANSFERRED	TRANSFERRED VIA ELECTRONIC MEDIA	
		NUMBER	PERCENT OF TOTAL TRANSFERRED
CHICAGO REGION	260,759	234,337	89.9
ILLINOIS B/S (HCSC)	0	0	0.0
INDIANA B/S	24,422	24,422	100.0
MICHIGAN B/S	0	0	0.0
MINNESOTA B/S	25,882	25,882	100.0
MINNESOTA-TRAVELERS	22,091	22,091	100.0
OHIO-NATIONWIDE	125,361	125,361	100.0
WISCONSIN B/S	63,003	36,581	58.1
DALLAS REGION	463,515	463,515	100.0
ARKANSAS B/S	58,154	58,154	100.0
LA.-ARK. B/S	119,569	119,569	100.0
NEW MEXICO-AETNA	15,122	15,122	100.0
OKLAHOMA-AETNA	55,553	55,553	100.0
TEXAS B/S	215,117	215,117	100.0
KANSAS CITY REGION	93,809	85,641	91.3
IOWA B/S	33,490	33,490	100.0
IOWA	21,910	21,910	100.0
NEBRASKA	11,580	11,580	100.0
KANSAS B/S	7,395	2,983	40.3
MISSOURI B/S	11,140	7,384	66.3
MISSOURI-GENERAL AMERICAN	41,784	41,784	100.0
DENVER REGION	48,301	42,945	88.9
COLORADO B/S	25,312	25,312	100.0
MONTANA B/S	5,514	5,514	100.0
NORTH DAKOTA B/S	11,415	11,415	100.0
NORTH DAKOTA	3,270	3,270	100.0
SOUTH DAKOTA	8,145	8,145	100.0
UTAH B/S	6,060	704	11.6
WYOMING-EQUITABLE	0	0	0.0
SAN FRANCISCO REGION	608,708	236,254	38.8
ARIZONA-NEVADA-AETNA	0	0	0.0
ARIZONA	0	0	0.0
NEVADA	0	0	0.0
CALIFORNIA B/S	335,711	107,510	32.0
CALIF.-OCCIDENTAL (NON-P&E)	259,886	117,545	45.2
CALIF.-OCCIDENTAL (P & E)	2,011	99	4.9
HAWAII-AETNA	11,100	11,100	100.0



TABLE 6: SELECTED DATA ON MEDICAID Crossover CLAIMS: FEBRUARY, 1987

CARRIER	NUMBER TRANSFERRED	TRANSFERRED VIA ELECTRONIC MEDIA	
		NUMBER	PERCENT OF TOTAL TRANSFERRED
SEATTLE REGION	65,739	65,739	100.0
ALASKA-OREGON-AETNA	0	0	0.0
ALASKA	0	0	0.0
OREGON	0	0	0.0
IDAHO-EQUITABLE	5,972	5,972	100.0
WASHINGTON B/S	59,767	59,767	100.0
CLALLAM	1,312	1,312	100.0
COWLITZ	940	940	100.0
GRAYS HARBOR	1,157	1,157	100.0
KING	23,434	23,434	100.0
KITSAP	1,356	1,356	100.0
PIERCE	10,566	10,566	100.0
SKAGIT	1,590	1,590	100.0
SNOHOMISH	4,786	4,786	100.0
SPOKANE	13,216	13,216	100.0
WALLA WALLA	445	445	100.0
WHATCOM	965	965	100.0
RRB-TRAVELERS	1,488	1,488	100.0
AETNA	81,775	81,775	100.0
EQUITABLE	99,711	99,711	100.0
NATIONWIDE	125,361	125,361	100.0
PRUDENTIAL	242,837	242,837	100.0
TRAVELERS (RRB EXCLUDED)	156,889	156,889	100.0

TABLE 7: PROCESSING AND PAYMENT TIME DATA FOR ALL CLAIMS PROCESSED TO COMPLETION BY CARRIERS  
IN FEBRUARY, 1987

CARRIER	ALL CLAIMS PROCESSED				CLEAN CLAIMS PROCESSED			
	NUMBER	PERCENT			NUMBER	PERCENT		
		IN 30 DAYS	IN 60 DAYS	IN 90 DAYS		OF TOTAL	IN 30 DAYS	
TOTAL	27,102,844	83.4	96.9	99.0	25,108,978	92.6	87.0	
BOSTON REGION	1,684,943	80.5	95.1	98.5	1,594,797	94.6	84.0	
CONNECTICUT-TRAVELERS	451,789	65.7	94.6	99.2	447,103	99.0	66.3	
MASSACHUSETTS B/S	775,501	85.3	95.4	98.5	721,199	93.0	90.4	
MASSACHUSETTS TRI-STATE	290,519	84.2	94.3	97.1	266,528	91.7	90.6	
MAINE	135,984	83.6	94.4	97.3	124,132	91.3	90.4	
NEW HAMPSHIRE	96,362	83.0	93.6	96.6	88,135	91.5	89.5	
VERMONT	58,173	87.8	95.2	97.5	54,261	93.3	93.1	
RHODE ISLAND B/S	167,134	91.6	96.7	98.8	159,967	95.7	93.6	
NEW YORK REGION	3,596,179	53.2	93.4	97.8	3,412,976	94.9	55.4	
NEW JERSEY-PRUDENTIAL	850,094	62.0	97.8	99.3	794,071	93.4	64.9	
N.Y.-BINGHAMTON B/S	787,233	48.1	94.4	98.6	738,094	93.8	50.8	
N.Y.-NEW YORK B/S	1,757,980	46.9	90.4	96.5	1,681,768	95.7	48.7	
NEW YORK-GROUP HEALTH	200,872	90.5	98.2	99.4	199,043	99.1	91.1	
PHILADELPHIA REGION	3,040,827	83.7	96.1	98.7	2,828,409	93.0	86.6	
MARYLAND B/S	312,378	72.5	94.8	97.7	296,457	94.9	74.6	
PENNSYLVANIA B/S	2,046,514	86.3	95.9	98.5	1,875,958	91.7	89.6	
DELAWARE	58,408	94.0	98.7	99.6	52,785	90.4	96.6	
DISTRICT OF COLUMBIA	247,120	87.3	96.0	99.2	224,834	91.0	90.6	
PENNSYLVANIA	1,674,690	85.5	95.7	98.3	1,541,333	92.0	88.9	
PENNSYLVANIA-LAB.	66,296	93.3	97.8	99.7	57,006	86.0	99.7	
VIRGINIA-TRAVELERS	500,357	77.0	96.5	99.5	488,389	97.6	78.4	
WEST VIRGINIA-NATIONWIDE	181,578	93.5	99.1	99.9	167,605	92.3	97.1	
ATLANTA REGION	5,022,558	87.4	97.0	98.8	4,577,702	91.1	92.7	
ALABAMA B/S	440,116	97.3	99.7	100.0	417,852	94.9	98.9	
FLORIDA B/S	2,051,230	87.8	95.2	98.0	1,811,572	88.3	96.6	
GEORGIA-PRUDENTIAL	489,819	95.1	99.0	99.7	477,187	97.4	96.6	
KENTUCKY B/S	348,913	92.6	98.5	99.5	316,651	90.8	99.2	
MISSISSIPPI-TRAVELERS	242,773	93.1	99.1	99.9	236,716	97.5	94.6	
NORTH CAROLINA-PRUDENTIAL	663,427	65.9	97.2	98.9	595,908	89.8	71.0	
SOUTH CAROLINA B/S (NON-P&E)	252,403	76.9	95.4	98.9	237,790	94.2	76.0	
SOUTH CAROLINA B/S (P & E)	35,044	90.3	99.3	99.9	32,803	93.6	90.5	
TENNESSEE-EQUITABLE	498,833	96.1	98.7	99.5	451,223	90.5	99.0	

TABLE 7: PROCESSING AND PAYMENT TIME DATA FOR ALL CLAIMS PROCESSED TO COMPLETION BY CARRIERS  
IN FEBRUARY, 1987

CARRIER	ALL CLAIMS PROCESSED				CLEAN CLAIMS PROCESSED			
	NUMBER	PERCENT			NUMBER	PERCENT		
		IN 30 DAYS	IN 60 DAYS	IN 90 DAYS		OF TOTAL	IN 30 DAYS	IN 30 DAYS
CHICAGO REGION	4,398,092	92.8	99.2	99.9	4,120,413	93.7	95.4	95.4
ILLINOIS B/S (HCSC)	940,301	92.4	99.9	100.0	901,758	95.9	95.9	95.9
INDIANA B/S	434,261	95.8	99.0	99.9	405,503	93.4	99.7	99.7
MICHIGAN B/S	1,302,390	93.9	98.9	99.7	1,258,501	96.6	94.9	94.9
MINNESOTA B/S	137,206	91.2	98.3	99.5	133,173	97.1	92.8	92.8
MINNESOTA-TRAVELERS	145,944	72.2	97.8	99.6	140,401	96.2	74.4	74.4
OHIO-NATIONWIDE	1,121,512	94.3	99.0	99.9	1,030,252	91.9	97.8	97.8
WISCONSIN B/S	316,478	90.2	100.0	100.0	250,825	79.3	91.8	91.8
DALLAS REGION	1,701,575	88.6	98.7	99.8	1,536,308	90.3	94.1	94.1
ARKANSAS B/S	269,327	95.3	99.2	99.9	259,168	96.2	97.7	97.7
LA.-ARK. B/S	407,102	83.8	97.8	99.7	366,617	90.1	91.7	91.7
NEW MEXICO-AETNA	98,431	92.4	97.7	99.3	93,995	95.5	95.4	95.4
OKLAHOMA-AETNA	271,237	79.5	98.1	99.6	259,808	95.8	81.9	81.9
TEXAS B/S	655,478	92.0	99.5	99.9	556,720	84.9	99.5	99.5
KANSAS CITY REGION	1,217,659	91.3	98.0	99.3	1,120,259	92.0	95.8	95.8
IOWA B/S	387,724	94.6	98.5	99.5	364,685	94.1	98.3	98.3
IOWA	262,548	95.2	98.7	99.6	248,236	94.5	98.5	98.5
NEBRASKA	125,176	93.2	97.9	99.2	116,449	93.0	97.7	97.7
KANSAS B/S	187,721	97.7	99.3	99.9	178,036	94.8	99.1	99.1
MISSOURI B/S	204,408	92.4	97.2	98.6	179,361	87.7	95.7	95.7
MISSOURI-GENERAL AMERICAN	437,806	85.2	97.3	99.3	398,177	90.9	92.0	92.0
DENVER REGION	596,632	90.2	97.7	99.4	434,815	72.9	97.6	97.6
COLORADO B/S	265,767	93.7	98.0	99.9	249,047	93.7	98.1	98.1
MONTANA B/S	63,204	84.9	96.0	97.4	34,453	54.5	94.5	94.5
NORTH DAKOTA B/S	149,634	95.6	99.6	100.0	106,452	71.1	98.3	98.3
NORTH DAKOTA	77,266	95.9	99.7	100.0	55,248	71.5	98.4	98.4
SOUTH DAKOTA	72,368	95.3	99.6	100.0	51,204	70.8	98.2	98.2
UTAH B/S	93,650	81.6	95.4	98.2	28,860	30.8	96.0	96.0
WYOMING-EQUITABLE	24,377	66.8	95.7	98.8	16,003	65.6	94.9	94.9
SAN FRANCISCO REGION	4,276,084	92.3	97.8	99.3	4,031,893	94.3	95.7	95.7
ARIZONA-NEVADA-AETNA	326,597	88.1	98.0	99.6	269,993	82.7	91.1	91.1
ARIZONA	262,789	87.3	97.9	99.6	209,539	79.7	90.3	90.3
NEVADA	63,808	91.6	98.1	99.6	60,454	94.7	94.2	94.2
CALIFORNIA B/S	1,175,411	88.4	96.2	98.5	1,092,828	93.0	93.7	93.7
CALIF.-OCCIDENTAL (NON-P&E)	2,680,040	94.7	98.6	99.6	2,582,486	96.4	97.1	97.1
CALIF.-OCCIDENTAL (P & E)	23,981	79.4	96.3	98.7	20,479	85.4	87.1	87.1
HAWAII-AETNA	70,055	91.8	97.8	99.1	66,107	94.4	94.8	94.8

TABLE 7 : PROCESSING AND PAYMENT TIME DATA FOR ALL CLAIMS PROCESSED TO COMPLETION BY CARRIERS  
IN FEBRUARY, 1987

CARRIER	ALL CLAIMS PROCESSED				CLEAN CLAIMS PROCESSED			
	NUMBER	PERCENT			NUMBER	PERCENT		
		IN 30 DAYS	IN 60 DAYS	IN 90 DAYS		OF TOTAL	IN 30 DAYS	
SEATTLE REGION	887,980	67.1	93.7	98.6	790,315	89.0	71.9	
ALASKA-OREGON-AETNA	240,653	92.9	99.5	100.0	234,304	97.4	94.4	
ALASKA	8,657	96.8	99.4	100.0	8,269	95.5	99.1	
OREGON	231,996	92.8	99.5	100.0	226,035	97.4	94.3	
IDAHO-EQUITABLE	74,628	96.4	99.5	99.7	65,323	87.5	99.4	
WASHINGTON B/S	572,699	52.4	90.5	98.0	490,688	85.7	57.5	
RRB-TRAVELERS	680,315	93.1	99.4	99.9	661,091	97.2	94.2	
AETNA	1,006,973	87.6	98.3	99.6	924,207	91.8	90.1	
EQUITABLE	597,838	95.0	98.7	99.5	532,549	89.1	99.0	
NATIONWIDE	1,303,090	94.2	99.1	99.9	1,197,857	91.9	97.7	
PRUDENTIAL	2,003,340	71.4	97.8	99.3	1,867,166	93.2	74.9	
TRAVELERS (RRB EXCLUDED)	889,074	80.6	97.4	99.6	865,506	97.3	82.2	



TABLE 8 : PROCESSING AND PAYMENT TIME DATA FOR ASSIGNED CLAIMS PROCESSED TO COMPLETION BY CARRIERS  
IN FEBRUARY, 1987

CARRIER	ALL CLAIMS PROCESSED				CLEAN CLAIMS PROCESSED			
	NUMBER	PERCENT			NUMBER	PERCENT		
		IN 30 DAYS	IN 60 DAYS	IN 90 DAYS		OF TOTAL	IN 30 DAYS	
TOTAL	19,166,273	85.5	97.2	99.1	17,967,883	93.7	88.5	
BOSTON REGION	1,405,514	82.8	95.6	98.6	1,330,585	94.7	86.4	
CONNECTICUT-TRAVELERS	302,655	70.4	95.5	99.4	300,023	99.1	70.9	
MASSACHUSETTS B/S	736,817	85.7	95.6	98.6	687,842	93.4	90.5	
MASSACHUSETTS TRI-STATE	210,513	83.9	94.8	97.6	194,139	92.2	90.2	
MAINE	109,512	83.4	94.8	97.7	100,297	91.6	90.0	
NEW HAMPSHIRE	60,021	82.4	94.3	97.4	55,569	92.6	88.3	
VERMONT	40,980	87.8	95.3	97.7	38,273	93.4	93.1	
RHODE ISLAND B/S	155,529	91.7	96.7	98.9	148,581	95.5	93.7	
NEW YORK REGION	2,568,295	58.3	94.1	98.1	2,466,839	96.0	60.1	
NEW JERSEY-PRUDENTIAL	544,974	64.1	97.9	99.4	516,410	94.8	66.4	
N.Y.-BINGHAMTON B/S	552,407	57.9	96.3	98.9	531,745	96.3	59.5	
N.Y.-NEW YORK B/S	1,317,158	52.3	91.1	97.1	1,265,912	96.1	54.1	
NEW YORK-GROUP HEALTH	153,756	90.3	98.2	99.4	152,772	99.4	90.7	
PHILADELPHIA REGION	2,517,008	86.9	96.4	98.8	2,335,677	92.8	89.6	
MARYLAND B/S	251,982	75.9	95.9	98.4	240,811	95.6	77.6	
PENNSYLVANIA B/S	1,777,246	89.9	96.2	98.6	1,624,019	91.4	93.4	
DELAWARE	45,789	94.0	98.7	99.6	41,407	90.4	96.4	
DISTRICT OF COLUMBIA	184,748	88.6	97.0	99.3	165,580	89.6	91.8	
PENNSYLVANIA	1,480,413	89.8	96.0	98.4	1,360,026	91.9	93.3	
PENNSYLVANIA-LAB.	66,296	93.3	97.8	99.7	57,006	86.0	99.7	
VIRGINIA-TRAVELERS	347,716	76.5	96.5	99.6	341,498	98.2	77.5	
WEST VIRGINIA-NATIONWIDE	140,064	93.4	99.2	99.9	129,349	92.3	96.6	
ATLANTA REGION	3,393,466	89.4	97.6	99.1	3,146,617	92.7	93.7	
ALABAMA B/S	353,993	97.7	99.8	100.0	338,671	95.7	99.0	
FLORIDA B/S	1,290,968	89.1	95.7	98.3	1,169,632	90.6	96.3	
GEORGIA-PRUDENTIAL	350,612	95.4	99.2	99.8	343,286	97.9	96.5	
KENTUCKY B/S	231,216	94.0	98.9	99.7	213,503	92.3	99.4	
MISSISSIPPI-TRAVELERS	171,810	93.2	99.2	99.9	168,149	97.9	94.4	
NORTH CAROLINA-PRUDENTIAL	466,438	71.2	97.9	99.2	426,314	91.4	75.4	
SOUTH CAROLINA B/S (NON-P&E)	163,056	88.5	97.8	99.3	152,603	93.6	88.0	
SOUTH CAROLINA B/S (P & E)	34,672	90.5	99.3	99.9	32,489	93.7	90.5	
TENNESSEE-EQUITABLE	330,701	96.6	98.9	99.6	301,970	91.3	99.0	

TABLE 8 : PROCESSING AND PAYMENT TIME DATA FOR ASSIGNED CLAIMS PROCESSED TO COMPLETION BY CARRIERS  
IN FEBRUARY, 1987

CARRIER	ALL CLAIMS PROCESSED				CLEAN CLAIMS PROCESSED			
	NUMBER	PERCENT			NUMBER	PERCENT		
		IN 30 DAYS	IN 60 DAYS	IN 90 DAYS		OF TOTAL	IN 30 DAYS	
CHICAGO REGION	3,011,020	93.6	99.3	99.9	2,849,744	94.6	95.5	
ILLINOIS B/S (HCSC)	582,162	94.1	99.9	100.0	568,261	97.6	96.1	
INDIANA B/S	232,551	97.3	99.3	99.9	219,926	94.6	99.9	
MICHIGAN B/S	1,147,104	94.3	99.0	99.7	1,112,281	97.0	95.2	
MINNESOTA B/S	66,882	93.7	98.7	99.6	65,242	97.5	94.8	
MINNESOTA-TRAVELERS	85,914	73.9	98.1	99.6	83,065	96.7	75.7	
OHIO-NATIONWIDE	705,764	94.5	99.3	99.9	648,686	91.9	97.4	
WISCONSIN B/S	190,643	89.5	100.0	100.0	152,283	79.9	92.0	
DALLAS REGION	1,099,126	90.2	99.0	99.8	1,007,626	91.7	94.8	
ARKANSAS B/S	197,760	95.6	99.3	99.9	191,065	96.6	97.7	
LA.-ARK. B/S	271,780	85.0	98.3	99.8	246,313	90.6	92.6	
NEW MEXICO-AETNA	64,037	92.0	97.6	99.3	61,259	95.7	94.8	
OKLAHOMA-AETNA	140,561	80.1	98.5	99.7	136,341	97.0	81.5	
TEXAS B/S	424,988	94.1	99.7	100.0	372,648	87.7	99.6	
KANSAS CITY REGION	761,215	93.2	98.0	99.4	715,814	94.0	96.1	
IOWA B/S	213,312	95.8	98.8	99.6	204,321	95.8	98.4	
IOWA	147,161	96.1	98.9	99.7	141,186	95.9	98.5	
NEBRASKA	66,151	95.1	98.5	99.5	63,135	95.4	98.1	
KANSAS B/S	140,884	97.9	99.4	99.9	135,819	96.4	99.1	
MISSOURI B/S	153,664	92.9	97.3	98.6	137,180	89.3	95.5	
MISSOURI-GENERAL AMERICAN	253,355	88.5	97.1	99.3	238,494	94.1	92.8	
DENVER REGION	333,938	91.1	97.8	99.4	251,704	75.4	97.7	
COLORADO B/S	156,541	94.2	98.0	99.9	148,248	94.7	97.9	
MONTANA B/S	29,626	85.7	95.9	97.5	17,217	58.1	96.0	
NORTH DAKOTA B/S	75,213	95.8	99.7	100.0	59,436	79.0	98.1	
NORTH DAKOTA	42,200	95.9	99.7	100.0	32,830	77.8	98.1	
SOUTH DAKOTA	33,013	95.5	99.7	100.0	26,606	80.6	98.0	
UTAH B/S	63,004	83.1	95.9	98.3	19,935	31.6	95.9	
WYOMING-EQUITABLE	9,554	74.9	96.6	99.4	6,868	71.9	98.9	
SAN FRANCISCO REGION	3,197,284	92.9	98.2	99.4	3,044,789	95.2	95.7	
ARIZONA-NEVADA-AETNA	203,844	88.0	98.3	99.6	173,163	84.9	89.8	
ARIZONA	152,169	86.7	98.3	99.7	124,046	81.5	88.1	
NEVADA	51,675	91.8	98.3	99.6	49,117	95.0	94.1	
CALIFORNIA B/S	834,090	88.8	96.4	98.6	780,167	93.5	93.5	
CALIF.-OCCIDENTAL (NON-P&E)	2,084,507	95.2	98.9	99.7	2,022,574	97.0	97.1	
CALIF.-OCCIDENTAL (P & E)	23,201	80.0	97.0	99.0	19,884	85.7	87.3	
HAWAII-AETNA	51,642	91.8	98.0	99.2	49,001	94.9	94.5	

TABLE 8 : PROCESSING AND PAYMENT TIME DATA FOR ASSIGNED CLAIMS PROCESSED TO COMPLETION BY CARRIERS  
IN FEBRUARY, 1987

CARRIER	ALL CLAIMS PROCESSED				CLEAN CLAIMS PROCESSED		
	NUMBER	PERCENT			NUMBER	PERCENT	
		IN 30 DAYS	IN 60 DAYS	IN 90 DAYS		OF TOTAL	IN 30 DAYS
SEATTLE REGION	448,959	69.5	94.1	98.8	398,686	88.8	74.7
ALASKA-OREGON-AETNA	119,720	93.8	99.7	100.0	116,853	97.6	95.2
ALASKA	6,012	97.0	99.7	100.0	5,758	95.8	99.3
OREGON	113,708	93.6	99.7	99.9	111,095	97.7	95.0
IDAHO-EQUITABLE	24,827	96.5	99.5	99.7	22,236	89.6	99.3
WASHINGTON B/S	304,412	57.7	91.4	98.2	259,597	85.3	63.4
RRB-TRAVELERS	430,448	94.5	99.6	99.9	419,802	97.5	95.2
AETNA	579,804	88.1	98.5	99.6	536,617	92.6	89.9
EQUITABLE	365,082	96.0	98.9	99.6	331,074	90.7	99.0
NATIONWIDE	845,828	94.3	99.2	99.9	778,035	92.0	97.3
PRUDENTIAL	1,362,024	74.6	98.2	99.4	1,286,010	94.4	77.4
TRAVELERS (RRB EXCLUDED)	605,440	80.9	97.5	99.7	592,712	97.9	82.0

TABLE 9 : PROCESSING AND PAYMENT TIME DATA FOR ASSIGNED PHYSICIAN CLAIMS PROCESSED TO COMPLETION BY CARRIERS  
IN FEBRUARY, 1987

CARRIER	ALL CLAIMS PROCESSED				CLEAN CLAIMS PROCESSED			
	NUMBER	PERCENT			NUMBER	PERCENT		
		IN 30 DAYS	IN 60 DAYS	IN 90 DAYS		OF TOTAL	IN 30 DAYS	
TOTAL	14,997,823	85.3	97.4	99.2	14,108,212	94.1	88.0	
BOSTON REGION	1,126,610	82.8	95.6	98.6	1,069,820	95.0	86.2	
CONNECTICUT-TRAVELERS	213,670	68.0	95.7	99.3	212,192	99.3	68.4	
MASSACHUSETTS B/S	589,789	85.4	95.5	98.6	553,684	93.9	89.8	
MASSACHUSETTS	186,153	84.8	95.2	97.8	173,340	93.1	90.3	
TRI-STATE	96,785	84.0	95.2	97.8	89,512	92.5	90.0	
MAINE	51,694	83.2	94.7	97.6	48,280	93.4	88.5	
NEW HAMPSHIRE	37,674	89.0	95.9	98.0	35,548	94.4	93.5	
VERMONT	136,998	92.2	96.7	98.9	130,604	95.3	94.2	
RHODE ISLAND B/S								
NEW YORK REGION	2,018,767	54.1	93.6	98.1	1,942,068	96.2	55.7	
NEW JERSEY-PRUDENTIAL	345,694	58.1	97.6	99.3	324,146	93.8	60.6	
N.Y.-BINGHAMTON B/S	460,563	58.9	96.6	99.1	445,549	96.7	60.2	
N.Y.-NEW YORK B/S	1,090,550	46.7	90.5	97.2	1,051,222	96.4	48.2	
NEW YORK-GROUP HEALTH	121,960	91.0	98.2	99.5	121,151	99.3	91.5	
PHILADELPHIA REGION	2,044,372	88.0	97.1	99.0	1,916,227	93.7	90.6	
MARYLAND B/S	203,802	79.1	96.2	98.5	195,530	95.9	80.6	
PENNSYLVANIA B/S	1,409,186	90.6	96.8	98.9	1,303,170	92.5	93.8	
DELAWARE	32,323	93.6	98.9	99.8	29,596	91.6	96.0	
DISTRICT OF COLUMBIA	130,113	87.0	96.7	99.2	117,705	90.5	90.4	
PENNSYLVANIA	1,246,750	90.9	96.7	98.8	1,155,869	92.7	94.1	
PENNSYLVANIA-LAB.	0	0.0	0.0	0.0	0	0.0	0.0	
VIRGINIA-TRAVELERS	310,150	80.1	98.0	99.7	305,066	98.4	81.0	
WEST VIRGINIA-NATIONWIDE	121,234	93.6	99.4	99.9	112,461	92.8	96.4	
ATLANTA REGION	2,593,686	89.1	97.7	99.1	2,403,668	92.7	93.5	
ALABAMA B/S	296,996	97.7	99.8	100.0	285,915	96.3	99.0	
FLORIDA B/S	1,031,438	90.6	96.0	98.3	933,864	90.5	98.0	
GEORGIA-PRUDENTIAL	287,670	95.4	99.2	99.8	281,768	97.9	96.5	
KENTUCKY B/S	171,873	94.6	99.2	99.7	159,783	93.0	99.5	
MISSISSIPPI-TRAVELERS	143,143	94.4	99.4	99.9	140,777	98.3	95.2	
NORTH CAROLINA-PRUDENTIAL	264,307	52.2	96.9	98.7	234,762	88.8	57.1	
SOUTH CAROLINA B/S (NON-P&E)	146,743	89.9	98.3	99.4	137,011	93.4	89.4	
SOUTH CAROLINA B/S (P & E)	0	0.0	0.0	0.0	0	0.0	0.0	
TENNESSEE-EQUITABLE	251,516	96.7	98.9	99.6	229,788	91.4	99.1	



TABLE 9: PROCESSING AND PAYMENT TIME DATA FOR ASSIGNED PHYSICIAN CLAIMS PROCESSED TO COMPLETION BY CARRIERS  
IN FEBRUARY, 1987

CARRIER	ALL CLAIMS PROCESSED				CLEAN CLAIMS PROCESSED			
	NUMBER	PERCENT			NUMBER	PERCENT		
		IN 30 DAYS	IN 60 DAYS	IN 90 DAYS		OF TOTAL	IN 30 DAYS	IN 30 DAYS
CHICAGO REGION	2,378,954	94.2	99.6	99.9	2,256,507	94.9	95.8	95.8
ILLINOIS B/S (HCSC)	445,867	93.9	99.9	100.0	435,220	97.6	95.9	95.9
INDIANA B/S	180,148	98.2	99.5	99.9	173,784	96.5	99.9	99.9
MICHIGAN B/S	908,103	95.5	99.6	99.9	881,291	97.0	96.3	96.3
MINNESOTA B/S	54,606	94.1	99.2	99.7	53,554	98.1	95.0	95.0
MINNESOTA-TRAVELERS	69,984	75.9	99.2	99.8	68,330	97.6	77.1	77.1
OHIO-NATIONWIDE	559,418	94.6	99.4	99.9	517,934	92.6	97.2	97.2
WISCONSIN B/S	160,828	89.1	100.0	100.0	126,394	78.6	91.9	91.9
DALLAS REGION	899,072	89.9	99.1	99.8	824,135	91.7	94.6	94.6
ARKANSAS B/S	170,721	95.8	99.4	99.9	166,581	97.6	97.4	97.4
LA.-ARK. B/S	237,350	84.4	98.5	99.8	214,438	90.3	92.3	92.3
NEW MEXICO-AETNA	49,047	93.3	98.1	99.3	47,445	96.7	95.3	95.3
OKLAHOMA-AETNA	108,212	79.5	98.7	99.7	105,184	97.2	80.6	80.6
TEXAS B/S	333,742	93.8	99.7	100.0	290,487	87.0	99.7	99.7
KANSAS CITY REGION	618,311	94.1	98.2	99.4	584,213	94.5	96.8	96.8
IOWA B/S	175,407	96.6	99.2	99.7	169,403	96.6	98.6	98.6
IOWA	119,296	97.0	99.3	99.8	115,493	96.8	98.7	98.7
NEBRASKA	56,111	95.8	98.9	99.6	53,910	96.1	98.3	98.3
KANSAS B/S	125,917	98.0	99.4	99.9	121,621	96.6	99.1	99.1
MISSOURI B/S	125,494	93.3	97.3	98.6	112,087	89.3	95.6	95.6
MISSOURI-GENERAL AMERICAN	191,493	89.9	97.2	99.2	181,102	94.6	94.3	94.3
DENVER REGION	243,601	91.6	98.1	99.4	181,374	74.5	98.0	98.0
COLORADO B/S	111,219	95.4	98.4	99.9	105,863	95.2	98.5	98.5
MONTANA B/S	23,657	85.8	96.3	97.5	13,189	55.8	95.8	95.8
NORTH DAKOTA B/S	54,515	95.2	99.7	100.0	41,301	75.8	97.7	97.7
NORTH DAKOTA	32,365	95.5	99.7	100.0	24,140	74.6	97.8	97.8
SOUTH DAKOTA	22,150	94.9	99.7	100.0	17,161	77.5	97.6	97.6
UTAH B/S	47,130	84.3	96.6	98.5	16,144	34.3	96.9	96.9
WYOMING-EQUITABLE	7,080	72.5	96.3	99.4	4,877	68.9	99.5	99.5
SAN FRANCISCO REGION	2,408,411	93.5	98.4	99.4	2,307,585	95.8	95.7	95.7
ARIZONA-NEVADA-AETNA	153,314	88.4	98.5	99.7	127,183	83.0	90.4	90.4
ARIZONA	111,278	87.1	98.5	99.7	87,111	78.3	88.7	88.7
NEVADA	42,036	92.0	98.6	99.7	40,072	95.3	94.1	94.1
CALIFORNIA B/S	657,670	88.9	96.3	98.5	618,398	94.0	93.2	93.2
CALIF.-OCCIDENTAL (NON-P&E)	1,555,315	95.9	99.2	99.8	1,521,844	97.8	97.2	97.2
CALIF.-OCCIDENTAL (P & E)	0	0.0	0.0	0.0	0	0.0	0.0	0.0
HAWAII-AETNA	42,112	91.9	98.4	99.3	40,160	95.4	94.1	94.1

TABLE 9: PROCESSING AND PAYMENT TIME DATA FOR ASSIGNED PHYSICIAN CLAIMS PROCESSED TO COMPLETION BY CARRIERS  
IN FEBRUARY, 1987

CARRIER	ALL CLAIMS PROCESSED				CLEAN CLAIMS PROCESSED			
	NUMBER	PERCENT			NUMBER	PERCENT		
		IN 30 DAYS	IN 60 DAYS	IN 90 DAYS		OF TOTAL	IN 30 DAYS	
SEATTLE REGION	333,350	69.0	94.6	98.6	296,838	89.0	74.2	
ALASKA-OREGON-AETNA	88,663	93.2	99.7	99.9	86,422	97.5	94.6	
ALASKA	5,245	97.1	99.7	100.0	5,015	95.6	99.5	
OREGON	83,418	93.0	99.7	99.9	81,407	97.6	94.3	
IDAHO-EQUITABLE	17,562	96.1	99.5	99.7	15,659	89.2	99.1	
WASHINGTON B/S	227,125	57.5	92.2	97.9	194,757	85.7	63.1	
RRB-TRAVELERS	332,689	94.9	99.7	99.9	325,777	97.9	95.5	
AETNA	441,348	88.1	98.7	99.7	406,394	92.1	89.7	
EQUITABLE	276,158	96.0	98.9	99.6	250,324	90.6	99.1	
NATIONWIDE	680,652	94.4	99.4	99.9	630,395	92.6	97.0	
PRUDENTIAL	897,671	68.3	97.9	99.3	840,676	93.7	71.7	
TRAVELERS (RRB EXCLUDED)	523,277	83.4	98.5	99.8	514,173	98.3	84.4	

TABLE 10: PROCESSING AND PAYMENT TIME DATA FOR ASSIGNED NON-PHYSICIAN CLAIMS PROCESSED TO COMPLETION BY CARRIERS  
IN FEBRUARY, 1987

CARRIER	ALL CLAIMS PROCESSED				CLEAN CLAIMS PROCESSED			
	NUMBER	PERCENT			NUMBER	PERCENT		
		IN 30 DAYS	IN 60 DAYS	IN 90 DAYS		OF TOTAL	IN 30 DAYS	
TOTAL	4,168,450	86.5	96.7	99.0	3,859,671	92.6	90.2	
BOSTON REGION	278,904	82.6	95.3	98.7	260,765	93.5	87.2	
CONNECTICUT-TRAVELERS	88,985	76.0	94.9	99.4	87,831	98.7	76.9	
MASSACHUSETTS B/S	147,028	86.9	96.1	98.7	134,158	91.2	93.4	
TRI-STATE	24,360	77.5	91.5	96.1	20,799	85.4	88.9	
MAINE	12,727	78.8	92.0	96.6	10,785	84.7	90.2	
NEW HAMPSHIRE	8,327	77.0	91.7	96.1	7,289	87.5	87.0	
VERMONT	3,306	73.9	89.1	94.5	2,725	82.4	88.4	
RHODE ISLAND B/S	18,531	87.6	96.8	98.9	17,977	97.0	89.7	
NEW YORK REGION	549,528	73.8	95.9	98.1	524,771	95.5	76.4	
NEW JERSEY-PRUDENTIAL	199,280	74.7	98.4	99.5	192,264	96.5	76.2	
N.Y.-BINGHAMTON B/S	91,844	53.3	94.5	97.8	86,196	93.9	55.9	
N.Y.-NEW YORK B/S	226,608	79.4	94.0	96.9	214,690	94.7	83.2	
NEW YORK-GROUP HEALTH	31,796	87.6	98.4	99.3	31,621	99.4	88.0	
PHILADELPHIA REGION	472,636	81.7	93.5	97.8	419,450	88.7	85.4	
MARYLAND B/S	48,180	62.0	94.7	98.1	45,281	94.0	65.0	
PENNSYLVANIA B/S	368,060	87.3	94.0	97.5	320,849	87.2	91.9	
DELAWARE	13,466	95.0	98.3	99.4	11,811	87.7	97.4	
DISTRICT OF COLUMBIA	54,635	92.4	97.7	99.5	47,875	87.6	95.4	
PENNSYLVANIA	233,663	83.9	91.8	96.4	204,157	87.4	88.7	
PENNSYLVANIA-LAB.	66,296	93.3	97.8	99.7	57,006	86.0	99.7	
VIRGINIA-TRAVELERS	37,566	46.7	84.1	99.0	36,432	97.0	47.6	
WEST VIRGINIA-NATIONWIDE	18,830	92.6	98.1	99.8	16,888	89.7	98.5	
ATLANTA REGION	799,780	90.6	97.4	99.3	742,949	92.9	94.2	
ALABAMA B/S	56,997	97.4	99.8	100.0	52,756	92.6	98.8	
FLORIDA B/S	259,530	82.9	94.5	98.4	235,768	90.8	89.3	
GEORGIA-PRUDENTIAL	62,942	95.3	99.3	99.9	61,518	97.7	96.4	
KENTUCKY B/S	59,343	92.4	97.8	99.7	53,720	90.5	99.1	
MISSISSIPPI-TRAVELERS	28,667	87.4	98.2	99.9	27,372	95.5	90.3	
NORTH CAROLINA-PRUDENTIAL	202,131	96.0	99.2	99.8	191,552	94.8	98.0	
SOUTH CAROLINA B/S (NON-P&E)	16,313	76.4	93.3	97.7	15,592	95.6	75.9	
SOUTH CAROLINA B/S (P & E)	34,672	90.5	99.3	99.9	32,489	93.7	90.5	
TENNESSEE-EQUITABLE	79,185	96.4	98.9	99.6	72,182	91.2	98.8	

TABLE 10: PROCESSING AND PAYMENT TIME DATA FOR ASSIGNED NON-PHYSICIAN CLAIMS PROCESSED TO COMPLETION BY CARRIERS  
IN FEBRUARY, 1987

CARRIER	ALL CLAIMS PROCESSED				CLEAN CLAIMS PROCESSED			
	NUMBER	PERCENT			NUMBER	PERCENT		
		IN 30 DAYS	IN 60 DAYS	IN 90 DAYS		OF TOTAL	IN 30 DAYS	
CHICAGO REGION	632,066	91.5	98.1	99.6	593,237	93.9	94.2	
ILLINOIS B/S (HCSC)	136,295	94.6	99.9	100.0	133,041	97.6	96.6	
INDIANA B/S	52,403	94.0	98.4	99.9	46,142	88.1	99.9	
MICHIGAN B/S	239,001	89.4	96.7	99.1	230,990	96.6	91.2	
MINNESOTA B/S	12,276	91.9	96.8	99.2	11,688	95.2	94.2	
MINNESOTA-TRAVELERS	15,930	65.0	93.3	98.6	14,735	92.5	69.4	
OHIO-NATIONWIDE	146,345	93.8	98.8	99.9	130,752	89.3	98.4	
WISCONSIN B/S	29,815	91.2	100.0	100.0	25,889	86.8	92.7	
DALLAS REGION	200,054	91.4	98.4	99.8	183,491	91.7	95.6	
ARKANSAS B/S	27,039	94.1	98.3	99.7	24,484	90.6	99.1	
LA.-ARK. B/S	34,430	89.2	96.7	99.6	31,875	92.6	94.8	
NEW MEXICO-AETNA	14,990	87.8	96.3	99.3	13,814	92.2	93.2	
OKLAHOMA-AETNA	32,349	82.3	97.8	99.7	31,157	96.3	84.5	
TEXAS B/S	91,246	95.3	99.6	99.9	82,161	90.0	99.4	
KANSAS CITY REGION	142,904	89.0	97.3	99.3	131,601	92.1	93.0	
IOWA B/S	37,905	92.2	97.1	99.1	34,918	92.1	97.5	
IOWA	27,865	92.6	97.4	99.2	25,693	92.2	97.7	
NEBRASKA	10,040	91.0	96.1	98.9	9,225	91.9	96.9	
KANSAS B/S	14,967	97.6	99.3	99.9	14,198	94.9	99.1	
MISSOURI B/S	28,170	90.9	97.6	99.0	25,093	89.1	95.1	
MISSOURI-GENERAL AMERICAN	61,862	84.1	96.9	99.4	57,392	92.8	87.9	
DENVER REGION	90,337	89.9	96.9	99.4	70,330	77.9	96.7	
COLORADO B/S	45,322	91.3	97.1	99.9	42,385	93.5	96.3	
MONTANA B/S	5,969	85.0	94.4	97.7	4,028	67.5	96.5	
NORTH DAKOTA B/S	20,698	97.1	99.7	100.0	18,135	87.6	98.9	
NORTH DAKOTA	9,835	97.3	99.8	100.0	8,690	88.4	98.9	
SOUTH DAKOTA	10,863	96.9	99.6	100.0	9,445	86.9	98.8	
UTAH B/S	15,874	79.3	93.6	97.7	3,791	23.9	91.9	
WYOMING-EQUITABLE	2,474	81.9	97.4	99.4	1,991	80.5	97.4	
SAN FRANCISCO REGION	788,873	91.1	97.6	99.4	737,204	93.5	95.5	
ARIZONA-NEVADA-AETNA	50,530	86.6	97.8	99.5	45,980	91.0	88.3	
ARIZONA	40,891	85.6	98.0	99.6	36,935	90.3	86.8	
NEVADA	9,639	90.8	97.1	99.3	9,045	93.8	94.3	
CALIFORNIA B/S	176,420	88.4	96.6	99.0	161,769	91.7	94.6	
CALIF.-OCCIDENTAL (NON-P&E)	529,192	92.9	97.9	99.6	500,730	94.6	96.7	
CALIF.-OCCIDENTAL (P & E)	23,201	80.0	97.0	99.0	19,884	85.7	87.3	
HAWAII-AETNA	9,530	91.4	96.4	98.9	8,841	92.8	95.9	



TABLE 10: PROCESSING AND PAYMENT TIME DATA FOR ASSIGNED NON-PHYSICIAN CLAIMS PROCESSED TO COMPLETION BY CARRIERS  
IN FEBRUARY, 1987

CARRIER	ALL CLAIMS PROCESSED				CLEAN CLAIMS PROCESSED			
	NUMBER	PERCENT			NUMBER	PERCENT		
		IN 30 DAYS	IN 60 DAYS	IN 90 DAYS		OF TOTAL	IN 30 DAYS	
SEATTLE REGION	115,609	70.8	92.6	99.4	101,848	88.1	76.2	
ALASKA-OREGON-AETNA	31,057	95.5	99.7	100.0	30,431	98.0	96.7	
ALASKA	767	96.3	99.1	100.0	743	96.9	98.1	
OREGON	30,290	95.5	99.8	100.0	29,688	98.0	96.7	
IDAHO-EQUITABLE	7,265	97.4	99.4	99.7	6,577	90.5	99.8	
WASHINGTON B/S	77,287	58.3	89.1	99.1	64,840	83.9	64.2	
RRB-TRAVELERS	97,759	92.9	99.2	100.0	94,025	96.2	94.2	
AETNA	138,456	88.0	98.0	99.6	130,223	94.1	90.4	
EQUITABLE	88,924	96.1	98.9	99.6	80,750	90.8	98.8	
NATIONWIDE	165,176	93.7	98.7	99.9	147,640	89.4	98.4	
PRUDENTIAL	464,353	86.8	98.8	99.7	445,334	95.9	88.4	
TRAVELERS (RRB EXCLUDED)	82,163	64.4	90.8	99.2	78,539	95.6	66.6	

TABLE 11: PROCESSING AND PAYMENT TIME DATA FOR ASSIGNED DME CLAIMS PROCESSED TO COMPLETION BY CARRIERS  
IN FEBRUARY, 1987

CARRIER	ALL CLAIMS PROCESSED				CLEAN CLAIMS PROCESSED			
	NUMBER	PERCENT			NUMBER	PERCENT		
		IN 30 DAYS	IN 60 DAYS	IN 90 DAYS		OF TOTAL	IN 30 DAYS	
TOTAL	1,199,579	75.1	92.8	98.0	1,059,997	88.4	81.0	
BOSTON REGION	54,370	63.8	89.7	96.7	46,578	85.7	72.0	
CONNECTICUT-TRAVELERS	14,663	33.1	87.4	97.6	13,898	94.8	34.9	
MASSACHUSETTS B/S	27,050	77.0	92.0	97.4	22,489	83.1	88.2	
MASSACHUSETTS	10,906	69.3	86.9	94.0	8,645	79.3	85.9	
TRI-STATE	5,876	72.1	87.9	94.5	4,713	80.2	88.8	
MAINE	2,896	65.7	86.1	93.9	2,289	79.0	81.0	
NEW HAMPSHIRE	2,134	66.6	85.2	92.6	1,643	77.0	84.6	
VERMONT	1,751	81.0	91.5	96.5	1,546	88.3	91.8	
RHODE ISLAND B/S								
NEW YORK REGION	145,254	57.6	93.9	97.3	136,999	94.3	60.5	
NEW JERSEY-PRUDENTIAL	26,363	53.5	96.4	99.0	25,351	96.2	55.1	
N.Y.-BINGHAMTON B/S	32,607	25.6	89.5	95.7	28,744	88.2	28.1	
N.Y.-NEW YORK B/S	67,151	64.3	93.7	96.8	63,844	95.1	67.1	
NEW YORK-GROUP HEALTH	19,133	94.1	98.7	99.3	19,060	99.6	94.4	
PHILADELPHIA REGION	175,502	69.2	87.3	95.6	159,152	90.7	73.6	
MARYLAND B/S	14,187	16.6	88.4	95.9	12,336	87.0	18.5	
PENNSYLVANIA B/S	127,632	80.3	88.4	94.7	115,102	90.2	85.6	
DELAWARE	3,920	90.3	95.7	98.2	3,448	88.0	94.1	
DISTRICT OF COLUMBIA	8,331	87.1	94.9	98.8	7,721	92.7	90.7	
PENNSYLVANIA	115,381	79.4	87.7	94.3	103,933	90.1	85.0	
PENNSYLVANIA-LAB.	0	0.0	0.0	0.0	0	0.0	0.0	
VIRGINIA-TRAVELERS	23,973	32.9	76.9	98.8	23,088	96.3	33.7	
WEST VIRGINIA-NATIONWIDE	9,710	90.6	97.3	99.7	8,626	88.8	98.5	
ATLANTA REGION	177,907	74.9	92.7	98.0	158,027	88.8	80.8	
ALABAMA B/S	15,998	94.7	99.6	100.0	13,071	81.7	97.2	
FLORIDA B/S	74,166	54.8	86.5	96.1	63,375	85.5	63.1	
GEORGIA-PRUDENTIAL	19,219	95.8	99.3	99.9	18,928	98.5	96.5	
KENTUCKY B/S	14,491	84.9	93.5	99.1	12,035	83.1	97.2	
MISSISSIPPI-TRAVELERS	8,231	68.4	94.7	99.9	7,442	90.4	74.5	
NORTH CAROLINA-PRUDENTIAL	11,620	89.8	96.8	98.3	10,616	91.4	94.8	
SOUTH CAROLINA B/S (NON-P&E)	11,708	74.2	92.6	97.4	11,290	96.4	73.9	
SOUTH CAROLINA B/S (P & E)	0	0.0	0.0	0.0	0	0.0	0.0	
TENNESSEE-EQUITABLE	22,474	97.7	99.1	99.7	21,270	94.6	99.2	

TABLE 11: PROCESSING AND PAYMENT TIME DATA FOR ASSIGNED DME CLAIMS PROCESSED TO COMPLETION BY CARRIERS  
IN FEBRUARY, 1987

CARRIER	ALL CLAIMS PROCESSED				CLEAN CLAIMS PROCESSED			
	NUMBER	PERCENT			NUMBER	PERCENT		
		IN 30 DAYS	IN 60 DAYS	IN 90 DAYS		OF TOTAL	IN 30 DAYS	
CHICAGO REGION	208,659	84.1	95.1	98.9	185,228	88.8	89.1	
ILLINOIS B/S (HCSC)	47,029	96.9	99.9	100.0	46,234	98.3	98.5	
INDIANA B/S	17,816	87.6	96.9	99.9	13,296	74.6	99.7	
MICHIGAN B/S	60,784	73.3	88.4	96.8	55,340	91.0	77.0	
MINNESOTA B/S	3,179	79.4	91.3	98.0	2,918	91.8	84.8	
MINNESOTA-TRAVELERS	8,210	40.9	87.8	97.6	7,214	87.9	45.4	
OHIO-NATIONWIDE	58,408	89.0	97.8	99.7	50,047	85.7	96.8	
WISCONSIN B/S	13,233	90.1	100.0	100.0	10,179	76.9	93.4	
DALLAS REGION	70,171	87.5	97.5	99.6	61,822	88.1	93.2	
ARKANSAS B/S	13,832	93.1	98.0	99.6	12,176	88.0	98.8	
LA.-ARK. B/S	8,053	79.6	92.8	99.1	6,887	85.5	89.6	
NEW MEXICO-AETNA	6,069	76.8	92.9	98.6	5,148	84.8	86.9	
OKLAHOMA-AETNA	8,602	67.8	96.1	99.7	8,107	94.2	71.3	
TEXAS B/S	33,615	94.1	99.6	99.9	29,504	87.8	98.8	
KANSAS CITY REGION	46,182	80.3	94.7	98.7	40,914	88.6	87.6	
IOWA B/S	16,701	86.2	94.4	98.4	14,464	86.6	95.5	
IOWA	11,772	86.4	94.9	98.5	10,139	86.1	95.8	
NEBRASKA	4,929	85.7	93.1	98.2	4,325	87.7	94.8	
KANSAS B/S	4,544	98.0	99.4	99.9	4,317	95.0	99.1	
MISSOURI B/S	9,420	85.7	96.0	98.6	8,274	87.8	93.1	
MISSOURI-GENERAL AMERICAN	15,517	65.5	93.0	98.6	13,859	89.3	72.6	
DENVER REGION	35,703	82.9	94.1	98.9	26,179	73.3	93.3	
COLORADO B/S	20,909	87.3	95.5	99.9	19,390	92.7	93.1	
MONTANA B/S	2,993	76.3	91.5	97.2	1,952	65.2	93.5	
NORTH DAKOTA B/S	2,789	94.4	99.3	100.0	2,010	72.1	99.5	
NORTH DAKOTA	896	93.0	99.3	100.0	570	63.6	99.6	
SOUTH DAKOTA	1,893	95.1	99.3	100.0	1,440	76.1	99.4	
UTAH B/S	7,521	66.8	88.3	96.3	1,461	19.4	82.6	
WYOMING-EQUITABLE	1,491	93.5	98.7	99.6	1,366	91.6	98.7	
SAN FRANCISCO REGION	211,198	81.9	93.8	98.6	181,706	86.0	91.8	
ARIZONA-NEVADA-AETNA	13,042	87.2	97.3	99.3	10,649	81.7	90.4	
ARIZONA	9,630	87.2	98.3	99.6	7,597	78.9	89.0	
NEVADA	3,412	87.2	94.5	98.5	3,052	89.4	94.0	
CALIFORNIA B/S	49,959	82.0	94.0	98.2	43,805	87.7	91.6	
CALIF.-OCCIDENTAL (NON-P&E)	146,903	81.4	93.5	98.7	126,091	85.8	92.0	
CALIF.-OCCIDENTAL (P & E)	0	0.0	0.0	0.0	0	0.0	0.0	
HAWAII-AETNA	1,294	85.7	94.7	98.0	1,161	89.7	92.2	

TABLE 11: PROCESSING AND PAYMENT TIME DATA FOR ASSIGNED DME CLAIMS PROCESSED TO COMPLETION BY CARRIERS  
IN FEBRUARY, 1987

CARRIER	ALL CLAIMS PROCESSED				CLEAN CLAIMS PROCESSED			
	NUMBER	PERCENT			NUMBER	PERCENT		
		IN 30 DAYS	IN 60 DAYS	IN 90 DAYS		OF TOTAL	IN 30 DAYS	
SEATTLE REGION	41,689	55.2	84.4	99.0	33,030	79.2	63.0	
ALASKA-OREGON-AETNA	7,564	94.1	99.3	99.9	7,323	96.8	96.2	
ALASKA	125	96.0	97.6	100.0	122	97.6	97.5	
OREGON	7,439	94.1	99.4	99.9	7,201	96.8	96.2	
IDAHO-EQUITABLE	2,331	97.4	99.9	99.9	2,082	89.3	99.9	
WASHINGTON B/S	31,794	42.9	79.7	98.7	23,625	74.3	49.5	
RRB-TRAVELERS	32,944	84.6	97.9	99.9	30,362	92.2	87.5	
AETNA	36,571	82.3	96.6	99.4	32,388	88.6	86.4	
EQUITABLE	26,296	97.4	99.1	99.7	24,718	94.0	99.2	
NATIONWIDE	68,118	89.2	97.7	99.7	58,673	86.1	97.0	
PRUDENTIAL	57,202	75.1	97.4	99.1	54,895	96.0	77.0	
TRAVELERS (RRB EXCLUDED)	40,414	41.7	82.7	98.8	37,744	93.4	44.0	



TABLE 12: PROCESSING AND PAYMENT TIME DATA FOR ASSIGNED LAB CLAIMS PROCESSED TO COMPLETION BY CARRIERS  
IN FEBRUARY, 1987

CARRIER	ALL CLAIMS PROCESSED				CLEAN CLAIMS PROCESSED			
	NUMBER	PERCENT			NUMBER	PERCENT		
		IN 30 DAYS	IN 60 DAYS	IN 90 DAYS		OF TOTAL	IN 30 DAYS	
TOTAL	2,437,953	92.5	98.6	99.6	2,316,647	95.0	94.6	
BOSTON REGION	182,458	89.5	98.0	99.6	177,106	97.1	91.7	
CONNECTICUT-TRAVELERS	65,246	87.4	98.0	99.8	65,067	99.7	87.6	
MASSACHUSETTS B/S	93,996	91.0	98.0	99.6	89,448	95.2	94.9	
MASSACHUSETTS	7,865	87.4	97.2	98.8	7,532	95.8	91.2	
TRI-STATE	3,815	86.1	97.1	99.0	3,630	95.2	90.5	
MAINE	3,722	88.3	97.2	98.5	3,584	96.3	91.6	
NEW HAMPSHIRE	328	92.1	97.9	99.7	318	97.0	95.0	
VERMONT	15,351	89.7	98.0	99.4	15,059	98.1	90.8	
RHODE ISLAND B/S								
NEW YORK REGION	355,413	81.4	97.0	98.6	342,775	96.4	83.5	
NEW JERSEY-PRUDENTIAL	163,019	78.1	98.7	99.6	157,640	96.7	79.5	
N.Y.-BINGHAMTON B/S	49,532	72.3	97.8	99.1	48,318	97.5	73.3	
N.Y.-NEW YORK B/S	131,824	89.4	94.6	97.0	125,869	95.5	93.0	
NEW YORK-GROUP HEALTH	11,038	75.4	97.9	99.2	10,948	99.2	76.0	
PHILADELPHIA REGION	239,203	91.5	97.5	99.2	207,932	86.9	95.2	
MARYLAND B/S	24,976	89.0	98.6	99.5	24,350	97.5	90.2	
PENNSYLVANIA B/S	203,820	92.4	97.3	99.2	173,648	85.2	96.7	
DELAWARE	8,301	97.6	99.5	99.9	7,280	87.7	99.2	
DISTRICT OF COLUMBIA	43,646	93.9	98.3	99.6	37,715	86.4	96.7	
PENNSYLVANIA	85,577	90.4	96.1	98.5	71,647	83.7	94.1	
PENNSYLVANIA-LAB.	66,296	93.3	97.8	99.7	57,006	86.0	99.7	
VIRGINIA-TRAVELERS	7,929	76.5	97.7	99.8	7,859	99.1	76.7	
WEST VIRGINIA-NATIONWIDE	2,478	93.8	99.6	100.0	2,075	83.7	97.3	
ATLANTA REGION	520,511	96.3	99.0	99.8	493,603	94.8	98.6	
ALABAMA B/S	36,373	99.0	99.8	100.0	35,318	98.5	99.6	
FLORIDA B/S	163,575	95.4	98.2	99.5	153,955	94.1	99.1	
GEORGIA-PRUDENTIAL	35,514	95.4	99.4	100.0	34,561	97.3	96.7	
KENTUCKY B/S	36,837	95.8	99.3	99.8	34,755	94.3	99.7	
MISSISSIPPI-TRAVELERS	18,759	97.6	99.7	99.9	18,316	97.6	98.5	
NORTH CAROLINA-PRUDENTIAL	179,490	96.9	99.4	99.9	171,283	95.4	98.4	
SOUTH CAROLINA B/S (NON-P&E)	1,774	94.6	99.1	99.5	1,615	91.0	94.7	
SOUTH CAROLINA B/S (P & E)	0	0.0	0.0	0.0	0	0.0	0.0	
TENNESSEE-EQUITABLE	48,189	96.2	99.1	99.5	43,300	89.9	98.4	

TABLE 12: PROCESSING AND PAYMENT TIME DATA FOR ASSIGNED LAB CLAIMS PROCESSED TO COMPLETION BY CARRIERS  
IN FEBRUARY, 1987

CARRIER	ALL CLAIMS PROCESSED				CLEAN CLAIMS PROCESSED			
	NUMBER	PERCENT			NUMBER	PERCENT		
		IN 30 DAYS	IN 60 DAYS	IN 90 DAYS		OF TOTAL	IN 30 DAYS	
CHICAGO REGION	321,305	95.6	99.7	99.9	311,852	97.1	96.8	
ILLINOIS B/S (HCSC)	73,539	93.2	99.8	100.0	71,388	97.1	95.5	
INDIANA B/S	22,587	98.9	99.6	100.0	21,867	96.8	100.0	
MICHIGAN B/S	140,635	95.6	99.6	99.9	139,211	99.0	96.3	
MINNESOTA B/S	8,265	97.9	99.3	99.7	8,068	97.6	98.6	
MINNESOTA-TRAVELERS	6,046	93.1	99.3	99.7	5,926	98.0	94.4	
OHIO-NATIONWIDE	58,611	97.8	99.6	100.0	53,922	92.0	99.4	
WISCONSIN B/S	11,622	93.7	100.0	100.0	11,470	98.7	94.2	
DALLAS REGION	97,170	95.4	99.5	99.9	92,857	95.6	97.4	
ARKANSAS B/S	9,850	98.3	99.6	100.0	9,646	97.9	99.7	
LA.-ARK. B/S	18,204	95.7	99.4	100.0	17,777	97.7	97.5	
NEW MEXICO-AETNA	7,059	96.2	99.0	99.8	6,897	97.7	97.3	
OKLAHOMA-AETNA	18,122	89.1	98.8	99.8	17,751	98.0	90.2	
TEXAS B/S	43,935	97.2	99.8	100.0	40,786	92.8	99.9	
KANSAS CITY REGION	78,424	95.3	99.1	99.7	73,628	93.9	97.1	
IOWA B/S	18,020	97.6	99.4	99.8	17,469	96.9	99.3	
IOWA	14,169	97.7	99.4	99.8	13,748	97.0	99.3	
NEBRASKA	3,851	97.2	99.1	99.8	3,721	96.6	99.4	
KANSAS B/S	7,935	97.7	99.3	99.9	7,556	95.2	99.3	
MISSOURI B/S	16,090	95.6	98.8	99.2	14,411	89.6	97.6	
MISSOURI-GENERAL AMERICAN	36,379	93.6	99.1	99.7	34,192	94.0	95.3	
DENVER REGION	47,302	95.8	99.0	99.8	38,498	81.4	99.1	
COLORADO B/S	19,963	96.1	98.5	99.9	19,064	95.5	99.4	
MONTANA B/S	2,433	96.8	99.0	99.2	1,714	70.4	99.3	
NORTH DAKOTA B/S	16,905	97.7	99.8	100.0	15,459	91.4	98.8	
NORTH DAKOTA	8,354	98.0	99.9	100.0	7,754	92.8	98.9	
SOUTH DAKOTA	8,551	97.5	99.7	100.0	7,705	90.1	98.7	
UTAH B/S	7,206	94.0	99.1	99.4	1,806	25.1	99.1	
WYOMING-EQUITABLE	795	57.1	94.5	98.9	455	57.2	93.2	
SAN FRANCISCO REGION	476,438	95.6	99.1	99.8	463,082	97.2	97.2	
ARIZONA-NEVADA-AETNA	31,132	86.9	98.1	99.7	30,051	96.5	88.0	
ARIZONA	26,415	85.6	97.9	99.7	25,499	96.5	86.6	
NEVADA	4,717	94.2	98.8	99.8	4,552	96.5	95.6	
CALIFORNIA B/S	102,355	92.2	98.0	99.4	96,708	94.5	96.2	
CALIF.-OCCIDENTAL (NON-P&E)	335,100	97.5	99.7	99.9	328,973	98.2	98.4	
CALIF.-OCCIDENTAL (P & E)	0	0.0	0.0	0.0	0	0.0	0.0	
HAWAII-AETNA	7,851	92.7	96.8	99.1	7,350	93.6	96.6	

TABLE 12: PROCESSING AND PAYMENT TIME DATA FOR ASSIGNED LAB CLAIMS PROCESSED TO COMPLETION BY CARRIERS  
IN FEBRUARY, 1987

CARRIER	ALL CLAIMS PROCESSED				CLEAN CLAIMS PROCESSED		
	NUMBER	PERCENT			NUMBER	PERCENT	
		IN 30 DAYS	IN 60 DAYS	IN 90 DAYS		OF TOTAL	IN 30 DAYS
SEATTLE REGION	64,708	82.7	97.9	99.8	61,148	94.5	84.7
ALASKA-OREGON-AETNA	21,413	97.0	100.0	100.0	21,196	99.0	97.5
ALASKA	435	98.2	100.0	100.0	428	98.4	99.8
OREGON	20,978	97.0	100.0	100.0	20,768	99.0	97.5
IDAHO-EQUITABLE	4,357	97.8	99.3	99.6	3,967	91.0	99.9
WASHINGTON B/S	38,938	73.1	96.6	99.7	35,985	92.4	75.5
RRB-TRAVELERS	55,021	98.4	99.9	100.0	54,166	98.4	98.6
AETNA	85,577	91.2	98.7	99.8	83,245	97.3	92.4
EQUITABLE	53,341	95.7	99.0	99.5	47,722	89.5	98.5
NATIONWIDE	61,089	97.6	99.6	100.0	55,997	91.7	99.3
PRUDENTIAL	378,023	88.6	99.1	99.8	363,484	96.2	90.0
TRAVELERS (RRB EXCLUDED)	32,734	91.6	99.1	99.8	32,101	98.1	92.4

TABLE 13: PROCESSING AND PAYMENT TIME DATA FOR ASSIGNED AMBULANCE CLAIMS PROCESSED TO COMPLETION BY CARRIERS  
IN FEBRUARY, 1987

CARRIER	ALL CLAIMS PROCESSED			CLEAN CLAIMS PROCESSED		
	NUMBER	PERCENT		NUMBER	PERCENT	
		IN 30 DAYS	IN 60 DAYS		OF TOTAL	IN 30 DAYS
TOTAL	356,311	87.5	96.8	326,354	91.6	92.3
BOSTON REGION	34,601	78.5	90.9	30,413	87.9	85.8
CONNECTICUT-TRAVELERS	7,105	63.2	81.8	6,942	97.7	64.2
MASSACHUSETTS B/S	22,050	83.0	93.3	18,931	85.9	92.8
MASSACHUSETTS	4,723	81.6	93.5	3,847	81.5	93.5
TRI-STATE	2,510	83.4	93.6	1,950	77.7	95.3
MAINE	1,432	74.9	92.0	1,189	83.0	88.7
NEW HAMPSHIRE	781	87.8	95.9	708	90.7	96.6
VERMONT	723	70.5	89.2	693	95.9	70.3
RHODE ISLAND B/S						
NEW YORK REGION	31,949	81.1	96.0	29,685	92.9	85.7
NEW JERSEY-PRUDENTIAL	7,071	85.2	97.3	6,514	92.1	90.5
N.Y.-BINGHAMTON B/S	7,616	53.4	95.9	7,189	94.4	54.9
N.Y.-NEW YORK B/S	16,258	91.3	95.4	14,981	92.1	97.8
NEW YORK-GROUP HEALTH	1,004	96.3	99.5	1,001	99.7	96.6
PHILADELPHIA REGION	43,787	82.2	95.9	40,238	91.9	86.8
MARYLAND B/S	3,671	90.6	96.8	3,515	95.8	92.3
PENNSYLVANIA B/S	29,562	82.2	95.1	26,711	90.4	87.8
DELAWARE	1,061	92.8	98.3	912	86.0	96.4
DISTRICT OF COLUMBIA	1,250	76.0	94.4	1,118	89.4	81.7
PENNSYLVANIA	27,251	82.0	95.1	24,681	90.6	87.7
PENNSYLVANIA-LAB.	0	0.0	0.0	0	0.0	0.0
VIRGINIA-TRAVELERS	4,320	57.2	96.1	4,159	96.3	58.7
WEST VIRGINIA-NATIONWIDE	6,234	94.8	98.8	5,853	93.9	99.0
ATLANTA REGION	53,560	90.5	97.3	48,230	90.0	96.4
ALABAMA B/S	4,188	94.1	99.7	3,494	83.4	98.1
FLORIDA B/S	14,736	87.7	94.5	12,874	87.4	97.6
GEORGIA-PRUDENTIAL	7,459	94.1	98.9	7,297	97.8	95.3
KENTUCKY B/S	7,565	90.4	98.6	6,500	85.9	99.3
MISSISSIPPI-TRAVELERS	1,558	68.5	98.7	1,497	96.1	70.9
NORTH CAROLINA-PRUDENTIAL	9,647	92.6	98.3	8,946	92.7	96.6
SOUTH CAROLINA B/S (NON-P&E)	1,824	88.2	98.4	1,746	95.7	87.7
SOUTH CAROLINA B/S (P & E)	0	0.0	0.0	0	0.0	0.0
TENNESSEE-EQUITABLE	6,583	93.0	96.7	5,876	89.3	99.2



TABLE 13: PROCESSING AND PAYMENT TIME DATA FOR ASSIGNED AMBULANCE CLAIMS PROCESSED TO COMPLETION BY CARRIERS  
IN FEBRUARY, 1987

CARRIER	ALL CLAIMS PROCESSED				CLEAN CLAIMS PROCESSED			
	NUMBER	PERCENT			NUMBER	PERCENT		
		IN 30 DAYS	IN 60 DAYS	IN 90 DAYS		OF TOTAL	IN 30 DAYS	
CHICAGO REGION	70,851	93.6	99.0	99.9	67,005	94.6	96.1	
ILLINOIS B/S (HCSC)	13,247	94.5	99.7	100.0	12,996	98.1	95.4	
INDIANA B/S	7,829	94.6	98.4	99.9	7,139	91.2	99.8	
MICHIGAN B/S	18,215	92.9	98.8	99.7	17,684	97.1	94.3	
MINNESOTA B/S	786	80.0	93.3	99.1	657	83.6	83.7	
MINNESOTA-TRAVELERS	1,512	85.4	98.5	99.7	1,452	96.0	87.8	
OHIO-NATIONWIDE	24,629	95.4	99.1	99.9	23,061	93.6	99.3	
WISCONSIN B/S	4,633	87.8	100.0	100.0	4,016	86.7	86.2	
DALLAS REGION	25,731	88.0	96.7	99.6	22,520	87.5	95.5	
ARKANSAS B/S	3,097	85.1	95.8	99.7	2,414	77.9	99.2	
LA.-ARK. B/S	5,557	82.5	92.6	99.3	4,688	84.4	94.5	
NEW MEXICO-AETNA	1,656	91.7	97.3	99.4	1,572	94.9	95.0	
OKLAHOMA-AETNA	4,837	83.6	96.7	99.1	4,532	93.7	87.2	
TEXAS B/S	10,584	93.1	99.1	99.9	9,314	88.0	99.2	
KANSAS CITY REGION	12,159	88.5	96.7	99.3	11,369	93.5	92.9	
IOWA B/S	2,570	93.7	98.6	99.3	2,432	94.6	96.9	
IOWA	1,480	94.1	98.6	99.3	1,402	94.7	97.1	
NEBRASKA	1,090	93.1	98.5	99.3	1,030	94.5	96.6	
KANSAS B/S	2,254	97.6	99.4	100.0	2,112	93.7	99.4	
MISSOURI B/S	2,270	81.2	96.1	98.9	2,054	90.5	87.3	
MISSOURI-GENERAL AMERICAN	5,065	85.2	94.7	99.2	4,771	94.2	90.4	
DENVER REGION	5,910	87.4	96.9	98.9	4,670	79.0	97.3	
COLORADO B/S	3,598	90.1	97.9	99.8	3,175	88.2	97.3	
MONTANA B/S	520	79.6	89.0	93.1	341	65.6	99.1	
NORTH DAKOTA B/S	986	94.2	99.3	100.0	655	66.4	99.2	
NORTH DAKOTA	570	95.1	99.1	100.0	357	62.6	99.4	
SOUTH DAKOTA	416	93.0	99.5	100.0	298	71.6	99.0	
UTAH B/S	619	65.6	93.4	96.1	329	53.2	90.6	
WYOMING-EQUITABLE	187	95.7	99.5	100.0	170	90.9	98.2	
SAN FRANCISCO REGION	62,599	92.2	98.2	99.4	58,186	93.0	96.2	
ARIZONA-NEVADA-AETNA	4,078	83.2	96.9	99.1	3,228	79.2	85.9	
ARIZONA	3,128	82.1	96.8	99.1	2,330	74.5	84.2	
NEVADA	950	86.7	97.3	99.1	898	94.5	90.1	
CALIFORNIA B/S	20,212	87.3	96.6	98.9	17,990	89.0	94.7	
CALIF.-OCCIDENTAL (NON-P&E)	38,155	95.8	99.2	99.8	36,861	96.6	97.8	
CALIF.-OCCIDENTAL (P & E)	0	0.0	0.0	0.0	0	0.0	0.0	
HAWAII-AETNA	154	70.1	87.7	96.1	107	69.5	90.7	

TABLE 13: PROCESSING AND PAYMENT TIME DATA FOR ASSIGNED AMBULANCE CLAIMS PROCESSED TO COMPLETION BY CARRIERS  
IN FEBRUARY, 1987

CARRIER	ALL CLAIMS PROCESSED				CLEAN CLAIMS PROCESSED			
	NUMBER	PERCENT			NUMBER	PERCENT		
		IN 30 DAYS	IN 60 DAYS	IN 90 DAYS		OF TOTAL	IN 30 DAYS	
SEATTLE REGION	6,116	55.9	94.8	98.9	5,232	85.5	62.8	
ALASKA-OREGON-AETNA	1,146	83.0	98.6	100.0	995	86.8	90.8	
ALASKA	69	89.9	98.6	100.0	57	82.6	98.2	
OREGON	1,077	82.5	98.6	100.0	938	87.1	90.3	
IDAHO-EQUITABLE	516	94.8	99.0	99.6	480	93.0	99.2	
WASHINGTON B/S	4,454	44.4	93.3	98.5	3,757	84.4	50.7	
RRB-TRAVELERS	9,048	89.7	99.4	99.9	8,806	97.3	90.8	
AETNA	11,871	84.3	96.9	99.2	10,434	87.9	88.4	
EQUITABLE	7,286	93.2	97.0	99.5	6,526	89.6	99.2	
NATIONWIDE	30,863	95.3	99.1	99.9	28,914	93.7	99.2	
PRUDENTIAL	24,177	90.9	98.2	99.4	22,757	94.1	94.4	
TRAVELERS (RRB EXCLUDED)	7,390	65.3	97.1	99.2	7,108	96.2	67.2	

TABLE 14: PROCESSING AND PAYMENT TIME DATA FOR ASSIGNED OTHER NON-PHYSICIAN CLAIMS PROCESSED TO COMPLETION BY CARRIERS  
IN FEBRUARY, 1987

CARRIER	ALL CLAIMS PROCESSED				CLEAN CLAIMS PROCESSED			
	NUMBER	PERCENT		IN 90 DAYS	NUMBER	PERCENT		
		IN 30 DAYS	IN 60 DAYS			OF TOTAL	IN 30 DAYS	
TOTAL	174,607	79.6	96.4	98.8	156,673	89.7	83.7	
BOSTON REGION	7,475	72.5	92.1	97.2	6,668	89.2	79.5	
CONNECTICUT-TRAVELERS	1,971	63.1	93.3	99.3	1,924	97.6	64.6	
MASSACHUSETTS B/S	3,932	77.2	92.7	96.4	3,290	83.7	88.9	
MASSACHUSETTS	866	68.0	87.3	95.5	775	89.5	75.6	
TRI-STATE	526	77.4	94.1	97.3	492	93.5	82.1	
MAINE	277	53.4	74.4	93.1	227	81.9	65.2	
NEW HAMPSHIRE	63	54.0	87.3	90.5	56	88.9	60.7	
VERMONT	706	77.5	90.7	97.0	679	96.2	80.6	
RHODE ISLAND B/S								
NEW YORK REGION	16,912	39.8	89.3	95.3	15,312	90.5	43.6	
NEW JERSEY-PRUDENTIAL	2,827	45.7	98.5	99.8	2,759	97.6	46.3	
N.Y.-BINGHAMTON B/S	2,089	35.6	89.3	95.4	1,945	93.1	38.1	
N.Y.-NEW YORK B/S	11,375	36.2	86.6	94.0	9,996	87.9	40.9	
NEW YORK-GROUP HEALTH	621	92.6	96.9	99.2	612	98.6	93.5	
PHILADELPHIA REGION	14,144	68.8	94.6	98.2	12,128	85.7	69.5	
MARYLAND B/S	5,346	37.0	92.0	96.8	5,080	95.0	38.5	
PENNSYLVANIA B/S	7,046	88.6	96.2	99.0	5,388	76.5	93.3	
DELAWARE	184	89.7	97.3	99.5	171	92.9	94.2	
DISTRICT OF COLUMBIA	1,408	92.2	97.7	99.7	1,321	93.8	97.6	
PENNSYLVANIA	5,454	87.6	95.7	98.8	3,896	71.4	91.9	
PENNSYLVANIA-LAB.	0	0.0	0.0	0.0	0	0.0	0.0	
VIRGINIA-TRAVELERS	1,344	83.3	95.3	99.5	1,326	98.7	84.4	
WEST VIRGINIA-NATIONWIDE	408	96.8	98.8	99.8	334	81.9	98.2	
ATLANTA REGION	47,802	87.4	97.9	99.4	43,089	90.1	90.4	
ALABAMA B/S	438	90.2	99.1	100.0	373	85.2	96.2	
FLORIDA B/S	7,053	79.5	92.6	97.1	5,564	78.9	97.3	
GEORGIA-PRUDENTIAL	750	91.2	96.9	98.3	732	97.6	92.6	
KENTUCKY B/S	450	95.8	99.1	100.0	430	95.6	99.8	
MISSISSIPPI-TRAVELERS	119	51.3	99.2	99.2	117	98.3	52.1	
NORTH CAROLINA-PRUDENTIAL	1,374	60.7	97.9	99.7	707	51.5	65.8	
SOUTH CAROLINA B/S (NON-P&E)	1,007	48.6	82.2	94.9	941	93.4	46.3	
SOUTH CAROLINA B/S (P & E)	34,672	90.5	99.3	99.9	32,489	93.7	90.5	
TENNESSEE-EQUITABLE	1,939	97.2	99.4	99.9	1,736	89.5	99.2	

TABLE 14 : PROCESSING AND PAYMENT TIME DATA FOR ASSIGNED OTHER NON-PHYSICIAN CLAIMS PROCESSED TO COMPLETION BY CARRIERS  
IN FEBRUARY, 1987

CARRIER	ALL CLAIMS PROCESSED				CLEAN CLAIMS PROCESSED			
	NUMBER	PERCENT			NUMBER	PERCENT		
		IN 30 DAYS	IN 60 DAYS	IN 90 DAYS		OF TOTAL	IN 30 DAYS	
CHICAGO REGION	31,251	92.7	99.2	99.9	29,152	93.3	94.5	
ILLINOIS B/S (HCSC)	2,480	94.2	99.8	100.0	2,423	97.7	96.4	
INDIANA B/S	4,171	94.4	98.7	100.0	3,840	92.1	99.8	
MICHIGAN B/S	19,367	91.5	99.3	99.9	18,755	96.8	92.6	
MINNESOTA B/S	46	71.7	89.1	100.0	45	97.8	73.3	
MINNESOTA-TRAVELERS	162	50.0	96.3	100.0	143	88.3	56.6	
OHIO-NATIONWIDE	4,698	96.4	99.3	99.9	3,722	79.2	99.0	
WISCONSIN B/S	327	96.3	100.0	100.0	224	68.5	95.5	
DALLAS REGION	6,982	87.1	98.9	99.7	6,292	90.1	92.0	
ARKANSAS B/S	260	88.8	97.3	99.6	248	95.4	92.7	
LA.-ARK. B/S	2,616	87.8	99.1	99.7	2,523	96.4	90.1	
NEW MEXICO-AETNA	206	93.7	96.1	99.5	197	95.6	97.0	
OKLAHOMA-AETNA	788	75.8	97.8	99.6	767	97.3	76.8	
TEXAS B/S	3,112	88.9	99.3	99.8	2,557	82.2	98.1	
KANSAS CITY REGION	6,139	74.2	95.2	98.9	5,690	92.7	79.4	
IOWA B/S	614	88.9	97.7	99.2	553	90.1	96.2	
IOWA	444	89.6	98.2	99.5	404	91.0	96.3	
NEBRASKA	170	87.1	96.5	98.2	149	87.6	96.0	
KANSAS B/S	234	87.6	97.9	99.6	213	91.0	92.5	
MISSOURI B/S	390	80.0	91.3	96.4	354	90.8	85.0	
MISSOURI-GENERAL AMERICAN	4,901	71.3	95.0	99.0	4,570	93.2	76.3	
DENVER REGION	1,422	79.7	96.5	99.1	983	69.1	94.4	
COLORADO B/S	852	84.7	97.7	99.9	756	88.7	93.4	
MONTANA B/S	23	95.7	100.0	100.0	21	91.3	100.0	
NORTH DAKOTA B/S	18	72.2	100.0	100.0	11	61.1	100.0	
NORTH DAKOTA	15	73.3	100.0	100.0	9	60.0	100.0	
SOUTH DAKOTA	3	66.7	100.0	100.0	2	66.7	100.0	
UTAH B/S	528	71.4	94.5	97.7	195	36.9	97.4	
WYOMING-EQUITABLE	1	0.0	0.0	100.0	0	0.0	0.0	
SAN FRANCISCO REGION	38,638	83.2	97.1	99.0	34,230	88.6	89.4	
ARIZONA-NEVADA-AETNA	2,278	84.3	98.4	99.4	2,052	90.1	84.7	
ARIZONA	1,718	82.0	98.3	99.3	1,509	87.8	82.0	
NEVADA	560	91.4	98.8	99.8	543	97.0	92.4	
CALIFORNIA B/S	3,894	74.9	92.8	97.2	3,266	83.9	87.6	
CALIF.-OCCIDENTAL (NON-P&E)	9,034	94.4	98.8	99.7	8,805	97.5	95.9	
CALIF.-OCCIDENTAL (P & E)	23,201	80.0	97.0	99.0	19,884	85.7	87.3	
HAWAII-AETNA	231	91.8	98.3	99.6	223	96.5	93.7	



TABLE 14 PROCESSING AND PAYMENT TIME DATA FOR ASSIGNED OTHER NON-PHYSICIAN CLAIMS PROCESSED TO COMPLETION BY CARRIERS  
IN FEBRUARY, 1987

CARRIER	ALL CLAIMS PROCESSED				CLEAN CLAIMS PROCESSED			
	NUMBER	PERCENT			NUMBER	PERCENT		
		IN 30 DAYS	IN 60 DAYS	IN 90 DAYS		OF TOTAL	IN 30 DAYS	
SEATTLE REGION	3,096	60.5	90.1	98.3	2,438	78.7	70.4	
ALASKA-OREGON-AETNA	934	87.7	99.0	100.0	917	98.2	88.8	
ALASKA	138	94.2	97.8	100.0	136	98.6	93.4	
OREGON	796	86.6	99.2	100.0	781	98.1	88.0	
IDAHO-EQUITABLE	61	90.2	96.7	98.4	48	78.7	100.0	
WASHINGTON B/S	2,101	47.5	85.9	97.5	1,473	70.1	58.0	
RRB-TRAVELERS	746	83.8	98.7	99.9	691	92.6	85.4	
AETNA	4,437	84.3	98.3	99.6	4,156	93.7	85.2	
EQUITABLE	2,001	96.9	99.3	99.9	1,784	89.2	99.2	
NATIONWIDE	5,106	96.4	99.2	99.9	4,056	79.4	98.9	
PRUDENTIAL	4,951	56.7	98.1	99.5	4,198	84.8	57.6	
TRAVELERS (RRB EXCLUDED)	1,625	77.7	95.7	99.5	1,586	97.6	79.5	

TABLE 15: PROCESSING AND PAYMENT TIME DATA FOR UNASSIGNED CLAIMS PROCESSED TO COMPLETION BY CARRIERS  
IN FEBRUARY, 1987

CARRIER	ALL CLAIMS PROCESSED				CLEAN CLAIMS PROCESSED			
	NUMBER	PERCENT			NUMBER	PERCENT		
		IN 30 DAYS	IN 60 DAYS	IN 90 DAYS		OF TOTAL	IN 30 DAYS	
TOTAL	7,936,571	78.4	96.1	98.7	7,141,095	90.0	83.3	
BOSTON REGION	279,429	68.9	92.6	97.6	264,212	94.6	71.9	
CONNECTICUT-TRAVELERS	149,134	56.3	92.7	98.9	147,080	98.6	57.0	
MASSACHUSETTS B/S	38,684	77.2	90.7	96.5	33,357	86.2	87.4	
MARYLAND B/S	80,006	85.0	93.0	95.8	72,389	90.5	91.9	
MAINE	26,472	84.6	92.9	95.7	23,835	90.0	91.7	
NEW HAMPSHIRE	36,341	84.0	92.3	95.3	32,566	89.6	91.5	
VERMONT	17,193	87.8	94.7	96.9	15,988	93.0	92.9	
RHODE ISLAND B/S	11,605	90.9	95.8	98.6	11,386	98.1	92.2	
NEW YORK REGION	1,027,884	40.3	91.8	97.1	946,137	92.0	43.1	
NEW JERSEY-PRUDENTIAL	305,120	58.2	97.5	99.2	277,661	91.0	62.0	
N.Y.-BINGHAMTON B/S	234,826	25.0	90.1	98.0	206,349	87.9	28.2	
N.Y.-NEW YORK B/S	440,822	30.7	88.0	94.9	415,856	94.3	32.4	
NEW YORK-GROUP HEALTH	47,116	91.3	98.0	99.2	46,271	98.2	92.2	
PHILADELPHIA REGION	523,819	68.8	94.5	98.1	492,732	94.1	72.0	
MARYLAND B/S	60,396	58.3	90.0	95.0	55,646	92.1	61.6	
PENNSYLVANIA B/S	269,268	62.0	93.6	97.8	251,939	93.6	65.3	
DELAWARE	12,619	93.8	98.5	99.6	11,378	90.2	97.6	
DISTRICT OF COLUMBIA	62,372	83.6	93.2	98.7	59,254	95.0	87.3	
PENNSYLVANIA	194,277	53.1	93.4	97.3	181,307	93.3	56.1	
PENNSYLVANIA-LAB.	0	0.0	0.0	0.0	0	0.0	0.0	
VIRGINIA-TRAVELERS	152,641	78.0	96.7	99.3	146,891	96.2	80.6	
WEST VIRGINIA-NATIONWIDE	41,514	93.7	98.5	99.9	38,256	92.2	98.6	
ATLANTA REGION	1,629,092	83.0	95.8	98.3	1,431,085	87.8	90.5	
ALABAMA B/S	86,123	95.8	99.4	99.9	79,181	91.9	98.6	
FLORIDA B/S	760,262	85.7	94.4	97.4	641,940	84.4	97.2	
GEORGIA-PRUDENTIAL	139,207	94.4	98.2	99.5	133,901	96.2	96.9	
KENTUCKY B/S	117,697	89.8	97.6	99.1	103,148	87.6	98.7	
MISSISSIPPI-TRAVELERS	70,963	92.9	98.8	99.8	68,567	96.6	95.2	
NORTH CAROLINA-PRUDENTIAL	196,989	53.4	95.5	98.1	169,594	86.1	59.9	
SOUTH CAROLINA B/S (NON-P&E)	89,347	55.7	91.1	98.3	85,187	95.3	54.6	
SOUTH CAROLINA B/S (P & E)	372	78.0	98.9	100.0	314	84.4	86.9	
TENNESSEE-EQUITABLE	168,132	95.1	98.3	99.4	149,253	88.8	99.1	

TABLE 15: PROCESSING AND PAYMENT TIME DATA FOR UNASSIGNED CLAIMS PROCESSED TO COMPLETION BY CARRIERS  
IN FEBRUARY, 1987

CARRIER	ALL CLAIMS PROCESSED				CLEAN CLAIMS PROCESSED			
	NUMBER	PERCENT			NUMBER	PERCENT		
		IN 30 DAYS	IN 60 DAYS	IN 90 DAYS		OF TOTAL	IN 30 DAYS	
CHICAGO REGION	1,387,072	91.0	99.0	99.9	1,270,669	91.6	95.0	
ILLINOIS B/S (HCSC)	358,139	89.6	99.8	100.0	333,497	93.1	95.7	
INDIANA B/S	201,710	94.1	98.8	99.9	185,577	92.0	99.5	
MICHIGAN B/S	155,286	90.9	98.7	99.7	146,220	94.2	92.5	
MINNESOTA B/S	70,324	88.9	97.9	99.5	67,931	96.6	90.8	
MINNESOTA-TRAVELERS	60,030	69.8	97.4	99.7	57,336	95.5	72.5	
OHIO-NATIONWIDE	415,748	94.0	98.7	99.8	381,566	91.8	98.3	
WISCONSIN B/S	125,835	91.2	100.0	100.0	98,542	78.3	91.5	
DALLAS REGION	602,449	85.6	98.2	99.7	528,682	87.8	92.8	
ARKANSAS B/S	71,567	94.6	99.0	99.8	68,103	95.2	98.0	
LA.-ARK. B/S	135,322	81.2	97.0	99.5	120,304	88.9	89.7	
NEW MEXICO-AETNA	34,394	93.2	97.8	99.3	32,736	95.2	96.4	
OKLAHOMA-AETNA	130,676	78.9	97.6	99.5	123,467	94.5	82.4	
TEXAS B/S	230,490	88.2	99.2	99.9	184,072	79.9	99.4	
KANSAS CITY REGION	456,444	88.2	97.8	99.3	404,445	88.6	95.1	
IOWA B/S	174,412	93.0	98.1	99.3	160,364	91.9	98.1	
IOWA	115,387	94.0	98.5	99.5	107,050	92.8	98.4	
NEBRASKA	59,025	91.1	97.3	99.0	53,314	90.3	97.3	
KANSAS B/S	46,837	96.9	99.1	99.8	42,217	90.1	99.0	
MISSOURI B/S	50,744	90.7	96.7	98.6	42,181	83.1	96.3	
MISSOURI-GENERAL AMERICAN	184,451	80.6	97.5	99.3	159,683	86.6	90.8	
DENVER REGION	262,694	89.1	97.6	99.3	183,111	69.7	97.6	
COLORADO B/S	109,226	93.0	97.9	99.9	100,799	92.3	98.5	
MONTANA B/S	33,578	84.2	96.1	97.4	17,236	51.3	93.0	
NORTH DAKOTA B/S	74,421	95.5	99.6	100.0	47,016	63.2	98.6	
NORTH DAKOTA	35,066	95.8	99.6	100.0	22,418	63.9	98.8	
SOUTH DAKOTA	39,355	95.1	99.5	100.0	24,598	62.5	98.4	
UTAH B/S	30,646	78.5	94.4	98.0	8,925	29.1	96.2	
WYOMING-EQUITABLE	14,823	61.6	95.1	98.5	9,135	61.6	91.8	
SAN FRANCISCO REGION	1,078,800	90.7	96.9	98.9	987,104	91.5	95.9	
ARIZONA-NEVADA-AETNA	122,753	88.4	97.4	99.5	96,830	78.9	93.5	
ARIZONA	110,620	88.2	97.3	99.5	85,493	77.3	93.3	
NEVADA	12,133	90.6	97.4	99.3	11,337	93.4	94.7	
CALIFORNIA B/S	341,321	87.3	95.6	98.1	312,661	91.6	94.1	
CALIF.-OCCIDENTAL (NON-P&E)	595,533	93.2	97.6	99.3	559,912	94.0	97.3	
CALIF.-OCCIDENTAL (P & E)	780	63.8	74.4	89.7	595	76.3	79.8	
HAWAII-AETNA	18,413	91.6	97.1	98.9	17,106	92.9	95.7	

TABLE 15: PROCESSING AND PAYMENT TIME DATA FOR UNASSIGNED CLAIMS PROCESSED TO COMPLETION BY CARRIERS  
IN FEBRUARY, 1987

CARRIER	ALL CLAIMS PROCESSED				CLEAN CLAIMS PROCESSED			
	NUMBER	PERCENT			NUMBER	PERCENT		
		IN 30 DAYS	IN 60 DAYS	IN 90 DAYS		OF TOTAL	IN 30 DAYS	
SEATTLE REGION	439,021	64.6	93.3	98.5	391,629	89.2	69.1	
ALASKA-OREGON-AETNA	120,933	92.0	99.4	100.0	117,451	97.1	93.7	
ALASKA	2,645	96.2	98.9	99.9	2,511	94.9	98.8	
OREGON	118,288	91.9	99.4	100.0	114,940	97.2	93.6	
IDAHO-EQUITABLE	49,801	96.3	99.5	99.7	43,087	86.5	99.4	
WASHINGTON B/S	268,287	46.4	89.4	97.6	231,091	86.1	51.0	
RRB-TRAVELERS	249,867	90.7	99.0	99.9	241,289	96.6	92.5	
AETNA	427,169	87.0	98.0	99.6	387,590	90.7	90.4	
EQUITABLE	232,756	93.2	98.3	99.4	201,475	86.6	98.8	
NATIONWIDE	457,262	94.0	98.7	99.8	419,822	91.8	98.4	
PRUDENTIAL	641,316	64.6	97.0	98.9	581,156	90.6	69.4	
TRAVELERS (RRB EXCLUDED)	283,634	80.0	97.4	99.5	272,794	96.2	82.6	



# CARRIER WORKLOAD AND PROCESSING TIME REPORT

## APPENDIX

### Definitions of Terms Used

Claim-- A writing, identifying or permitting the identification of an enrollee, which requests reimbursement for what appears to be medical or other health services furnished by a physician or supplier. There are a number of situations where a claim is split into one or more additional claims-- see instructions contained in Section 3000 of the Medicare Carriers Manual.

Replicate Claims--Claims split for reasons other than those identified in Section 3000 of the Medicare Carriers Manual are defined as replicate claims. Some examples of replicate claims are claims created because of a computer line item limitation, claims created in making partial payments, and claims created for carving out individual specialty types of services. Unless otherwise noted, information shown in this report reflects data for all claims, including replicates, handled by carriers.

Claims Received During Month--The net number of claims received. (Gross claim receipts minus transfers to other carriers.)

### Claims Processed During Month

- A. Total--The sum of claims paid, claims applied to the deductible, and claims denied.
- B. Ratio of Processed to Received--(The total number of claims processed divided by the net number of claims received) times 100.
- C. Paid--Includes all claims processed for which some payment was approved and an EOMB prepared.
- D. Applied Toward Deductible--Claims for which no payment was made because the deductible was not met.
- E. Denied--Claims denied in full for any reason.
- F. Number Excluding Replicates--The total number of claims processed minus the number of replicate claims processed. (See above for definition of a replicate claim.)
- G. Total Claims Pending--The total number of claims pending at the end of the month.
- H. Days Work on Hand--Claims pending end of month times the number of budgeted working days for the most recent 12 months divided by the budgeted claims processed for the most recent 12 months. Subtract the number of days in the payment cycle from the result.

Assignment Rate--(Assigned HCFA-1500s received divided by the sum of assigned and unassigned 1500s received) times 100.

Electronic Media Claims Received During Month

- A. Number--The total number of electronic media claims (EMC) received (i.e., via magnetic tape or telecommunications device).
- B. Percent of Total Received--(The total number of EMC received divided by net receipts) times 100.
- C. Percent of Assigned HCFA-1500s Received--(Assigned HCFA-1500 EMC receipts divided by total assigned HCFA-1500 receipts) times 100.
- D. Percent of Unassigned HCFA-1500s Received--(Unassigned HCFA-1500 EMC receipts divided by total unassigned HCFA-1500 receipts) times 100.

Replicate Claims (Percent of Total Processed)--(The number of replicate claims processed divided by the total number of claims processed) times 100.

Claims Investigation Rate--(The number of claims investigated divided by the total number of claims processed) times 100.

Number and Percentage Distribution of Pending Claims

- A. Number--The total number of claims pending (received and not processed to completion) at the end of the month less pending claims suspended due to HCFA directives.
- B. Percentage Distribution--Distribution by days elapsed since receipt.

Inquiries Processed

- A. Total Number--The total number of inquiries processed, by type of inquiry (telephone, walk-in, written).
- B. Beneficiary Inquiries--The number of processed inquiries from beneficiaries, by type of inquiry.
- C. Provider Inquiries--The number of processed inquiries from providers, by type of inquiry.
- D. Ratio of Inquiries Processed to 1,000 Claims Received--(The number of each type of inquiry processed divided by the net number of claims received) times 1,000.\*

\*NOTE: This formula applies respectively to All Inquiries, Beneficiary Inquiries, and Provider Inquiries, and, within each of these categories, to telephone, walk-in, and written inquiries.

## Medicaid Crossover Claims

- A. Number Transferred--The total number of Medicaid crossover claims transferred to State Agencies or their fiscal agents.
- B. Number of Electronic Media Claims--The total number of Medicaid crossover claims transferred via electronic media.
- C. Percent of Total Transferred--(The total number of Medicaid crossover claims transferred via electronic media divided by the total number of Medicaid crossover claims transferred) times 100.

## Processing and Payment Time (PPC) Data - All Claims Processed

- A. Number--The total number of claims processed to completion during the month. For paid claims, a claim is considered processed when the check is mailed.
- B. Percent Processed in 27 Days-- The total number of claims processed to completion in 27 days or less divided by the total number of claims processed to completion during the month, with the result multiplied by 100.
- C. Percent Processed in 60 Days-- The total number of claims processed to completion in 60 days or less divided by the total number of claims processed to completion during the month, with the result multiplied by 100.
- D. Percent Processed in 90 Days-- The total number of claims processed to completion in 90 days or less divided by the total number of claims processed to completion during the month, with the result multiplied by 100.

## Processing and Payment Time (PPC) Data - Clean Claims Processed

- A. Number-- The number of clean claims processed to completion during the month. For paid claims the claim is considered processed when the check has been mailed.
- B. Percent of Total-- The number of clean claims processed to completion divided by the number of claims processed to completion during the month, with the result multiplied by 100.
- C. Percent in 27 Days-- The number of clean claims processed to completion in 27 days or less divided by the total number of claims processed to completion during the month, with the result multiplied by 100.



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